

Person Specification

Post title	Major Works Support Officer	Grade	C
Department	Operations	Post ref	

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Employee Assessment
Delivering value for money and quality services	Application Form / Interview
Communication	Application Form / Interview
Team working	Application Form / Interview

Skills	Essential / Desirable	Assessment
Excellent and effective Communication and interpersonal skills with a wide range of audiences (face to face and telephone); Verbal and written; ability to deal effectively with customers in challenging situations.	Essential	Application Form / Interview
Extensive IT skills in Microsoft Office Applications (Word, Excel, Access etc. or equivalent, and relevant office databases; keyboard skills and ability to design and format electronic documents and create spreadsheets and computer files to facilitate the recording and manipulation of contract information and documentation.	Essential	Application Form / Test
Ability to use own initiative to organise and prioritise a diverse workload; organisational skills with a systematic and methodical approach to work; attention to detail/accuracy.	Essential	Application Form / Interview
Ability to process large amounts of information with accuracy and precision, with minimal supervision.	Essential	Application Form / Interview
Word processing and ability to design and format documents.	Essential	Test
Minute taking.	Desirable	Application Form
Meeting deadlines.	Essential	Application Form / Interview

Knowledge	Essential / Desirable	Assessment
Office based administrative systems and work.	Essential	Application Form / Interview

Proficient in the use of relevant computer software packages and databases e.g. Microsoft Office Suite	Essential	Application Form / Interview / Test
Housing legislation	Essential	Application Form / Interview

Experience	Essential / Desirable	Assessment
Experience of general administrative and clerical duties.	Essential	Application Form / Interview
Working with the Public within a customer service environment.	Essential	Application Form / Interview
Proficient in the use of relevant computer software packages and databases e.g. Microsoft Office Suite	Essential	Application Form / Test
Maintaining records (Electronic and Manual), raising Orders and the checking and processing of Invoices.	Desirable	Application Form / Interview

Qualifications	Essential / Desirable	Evidence
Four GCSEs A-C including Maths and English or equivalent.	Essential	Application Form
Word processing (Microsoft Office intermediate level or equivalent).	Desirable	Application Form / Test

Additional information / other requirements of the post
<ul style="list-style-type: none"> The Post-holder may be required to work out of normal working hours / attend evening meetings / work weekends and / or Bank Holidays as part of their role.

Date produced / last amended
September 2025

Equality Act 2010
<p>The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.</p> <p>If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.</p>