**Person specification**

**Personal Qualities**

* Hardworking, flexible, pro-active team player.
* A willingness to help constituents in a confident, friendly and professional manner.
* Ability and willingness to work both independently and collaboratively with a wide range of people.
* The candidate will be expected to work in line with our values and treat colleagues and constituents with dignity and respect.

**Experience of:**

* Assisting individuals from diverse backgrounds with their concerns.
* Keeping detailed records and maintaining administrative systems.
* Drafting and sending out high volumes of written correspondence.
* Dealing with personal and sensitive data.
* Using casework management software. [D]

**Skills and Aptitudes**

* Strong administrative skills, with demonstrable experience of managing a heavy workload whilst working calmly under pressure.
* The ability to prioritise and complete tasks efficiently and effectively and work to tight deadlines.
* Excellent written and IT Skills (Microsoft Office and Teams).
* Ability to draft correspondence to a high standard and with attention to detail.
* Ability to converse with a wide range of people.

**Knowledge**

* Knowledge of current local issues which may be of concern to constituents.
* Knowledge of case management and handling information in line with data protection regulations, although training will be provided.
* Knowledge of the workings of local councils and/ or other public sector organisations. [D]
* Knowledge of benefits. [D]
* Knowledge of issues around mental health. [D]

**Qualifications/Certifications**

* A strong academic record [D]

*[D] indicates items that are desirable. All other items are essential.*