

# Person Specification

These criteria will be used throughout the assessment process. Please evidence all criteria listed below in your application form. You should give examples to support your answer.

Criteria and competency they link to as appropriate	Essential	Desirable	Means of measurement				
			AF	I	T/A	Q	P
<b>Skills, Knowledge and Aptitude</b>	<ul style="list-style-type: none"> <li>IT skills – Ability to operate Microsoft Office applications to a high standard.</li> <li>Ability to deliver clerical and office procedures in a busy environment.</li> <li>Ability to organise complex workload demands.</li> <li>Ability to communicate effectively verbally and in writing.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of day to day practical administrative processes in the probation service.</li> </ul>	√	√			
<b>Training and Qualifications</b>	<ul style="list-style-type: none"> <li>RSA Stage II Typing/Word Processing or equivalent.</li> </ul>		√	√			
<b>Experience</b>	<ul style="list-style-type: none"> <li>A track record of successful performance as an administration or support officer.</li> <li>Customer service experience..</li> <li>Experience of problem solving and organising activity under pressure.</li> </ul>		√	√			

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<b>Disposition</b>	<ul style="list-style-type: none"> <li>Positive approach</li> <li>Willing to undertake training as required</li> <li>Commitment to working in a team</li> <li>Understanding and commitment to values, aims, ethos of Probation Service, including Equal Opportunities.</li> <li>Customer service orientated.</li> </ul>		√	√ √ √			
<b>Special Requirements</b>			√	√			

## Measurement Key

AF	Application Form
I	Interview
T/A	Test/Assessment
Q	Qualification
P	Presentation