

Yeovil Town Council



JOB SPECIFICATION

Admin Officer

	ESSENTIAL	DESIRABLE
QUALIFICATIONS, EXPERIENCE & KNOWLEDGE	<ul style="list-style-type: none"> • Experience of working within a customer orientated environment • Experience of using own initiative • Experience of working with others • A minimum of 4 'GCSE 'or equivalent qualifications including Maths and English at Grade C or above 	<ul style="list-style-type: none"> • Experience of working in an office environment; and/or a reception • Experience/Knowledge of reactive and proactive building and equipment maintenance. • Experience/Knowledge of facilities management
SKILLS	<ul style="list-style-type: none"> • Customer service • Computer literate, including ability to use Microsoft excel, word, outlook and powerpoint • Excellent administration skills • Excellent communication skills – verbal and written. • Excellent organisational skills • Problem solving skills • Interpersonal skills 	<ul style="list-style-type: none"> • Ability to handle customer complaints in an appropriate manner
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Planning and organising • Performing under pressure • Flexibility • Ability to hold contractors responsible and accountable • Team working • Self-motivating • Confidentiality • Provide support to others 	
OTHER	<ul style="list-style-type: none"> • Full drivers licence 	

September 2024