

**PERSON SPECIFICATION:
RECEPTIONIST ADMINISTRATOR**

Role summary:

The Receptionist Administrator is the first contact for Southwell Town Council, and is responsible for efficient, friendly and smooth operation of the office. The post-holder helps that Clerk run the office smoothly, ensure that public resources are managed prudently. Upholding transparency, accountability, and a commitment to equality, diversity, and inclusion in all aspects of the Council's work. And takes direction from the Clerk.

This person specification outlines the essential and desirable qualities required for the role, along with how each criterion will be assessed during the selection process.

Criteria	Essential	Desirable	Assessment method
1. Education & qualifications	Educated to GCSE-level or equivalent professional experience, demonstrating the ability to perform the role effectively.	Advanced qualification in public administration.	Application (e.g. application form and certificates)
2. Experience & Knowledge	Local Government Administration experience or in a similar field. Commitment to community engagement and to equality, diversity and inclusion.	Experience in public records management. Understanding of civic procedures and ceremonial roles.	Application and Interview
3. Skills & Abilities	Good organisational skills. Proficient in IT and digital tools, including office software (e.g. Microsoft 365).	Committed to continuous improvement development (CID) – willing to undertake training needs identified.	Application and Interview
4. Communication & Engagement	Good communication skills, both written and oral. Able to correspondence in an accessible way for elected members, residents. Strong interpersonal and customer service skills – able to interact with councillors, colleagues, members of the public, impartially, diplomatically, and professionally.	Experience in managing public-facing communications such as newsletters, press releases, websites or social media content to engage the community.	Application and Interview

Criteria	Essential	Desirable	Assessment method
5. Financial Management	Ability to ensure value for money and compliance with procurement rules.		Application and Interview
6. Motivation & Personal Qualities	<p>Self-motivated, with a proactive work ethic and actively seeks improvements to benefit the Council.</p> <p>Embraces change and innovation with a positive attitude.</p> <p>Acts with integrity, honesty, and political neutrality.</p> <p>Support team members and builds strong working relationships internally and externally.</p> <p>Commitment to the Council's core values and the principles of equality, diversity and inclusion. Demonstrates respect for all individuals and communities, and is passionate about delivering quality services to meet local needs.</p> <p>Willing and able to attend evening meetings and weekend events very occasionally.</p>		Application and Interview

Notes: This person specification should be read in conjunction with the job description.

We are committed to fair and inclusive recruitment. We welcome applicants from all backgrounds and will ensure that our process is **transparent, unbiased, and aligned with our equality and diversity principles.**