

Person Specification

JOB TITLE:	MAYORAL SERVICES ASSISTANT	POST NO:	
GRADE:		DEPARTMENT:	LEGAL & GOVERNANCE
DIVISION:	GOVERNANCE	DIRECTOR:	
DATE:	18.09.14	COMPLETED BY:	PHILIP McCOURT

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Good basic knowledge of car maintenance e.g. checking and replenishing water/oil/fuel levels/tyre pressure, changing wheels etc. (A/I) • Knowledge of Peterborough and surrounding area. (A/I) • Knowledge of civic protocol and the role of the Mayor (A/I) 	<ul style="list-style-type: none"> • Knowledge of civic etiquette and protocol (A/I)
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Good standard of written English for record keeping or administrative purposes(A/I) • Ability to drive to various locations, generally within the Peterborough area, & further distances as necessary (including Annual Royal Garden Party, Buckingham Palace) (A/I) • Ability to deal with the public, with care and respect, at all levels(A/I) • Ability to demonstrate appropriate & professional interpersonal skills at all times (A/I) • Ability to maintain confidentiality (A/I) • Ability to carry out administrative tasks(A/I) • Ability to carry out(A/I) • Awareness of security issues and procedures (A/I) 	<ul style="list-style-type: none"> • Ability to use Word, Excel, PowerPoint and Microsoft Project (A/I)
EXPERIENCE	<ul style="list-style-type: none"> • Experience of driving in an employment capacity (A/I) • Experience of utilising office IT systems 	<ul style="list-style-type: none"> • Experience of working in a confidential environment(A/I)

	<ul style="list-style-type: none"> including filing, word processing and websites (A/I) Experience of working in a customer care environment and dealing with members of the public and those in positions of authority (A/I) Experience of working without close supervision (A/I) 	<ul style="list-style-type: none"> Previous experience of transporting VIP clients(A/I) An awareness of protocol in dealing with the Mayor and other dignitaries and officials(A/I)
EQUALITY	<ul style="list-style-type: none"> Understanding of, acceptance and commitment to the principles underlying equal opportunities (A/I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> Knowledge and understanding of effective customer care (A/I) 	
QUALIFICATIONS	<ul style="list-style-type: none"> Possess a clean driving licence (A) 	<ul style="list-style-type: none"> Advanced driving qualification (A)
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> Willingness to work overtime, outside office hours, including occasional weekend work, when required for civic events. (A/I) Commitment that is commensurate with this position i.e. willingness to be flexible to carry out the demands of the role (A/I) 	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application / (I) Interview, (P) Presentation, (W) Written Test. Add any other codes used here.]