



Nailsworth Town Council

Customer Services & Communications Person Specification

Essential	Desirable
Qualifications /Education /Training	
<ul style="list-style-type: none"> ▪ Good standard of literacy and numeracy (GCSE Maths and English or equivalent). There will be a short assessment using MS Office ▪ Willingness to undertake training 	
Experience	
<ul style="list-style-type: none"> ▪ Experience dealing with the public ▪ Office administration ▪ Experience of dealing with contractors 	<ul style="list-style-type: none"> ▪ Experience of working in Local Government ▪ Experience of writing engaging articles for websites, local papers and social media
Knowledge	
<ul style="list-style-type: none"> ▪ Knowledge of risk assessment and Health & Safety ▪ Knowledge of GDPR/data protection 	<ul style="list-style-type: none"> ▪ Knowledge of the local area ▪ Knowledge of local authority responsibilities, procedures and operations
Skills and Competencies	
<ul style="list-style-type: none"> ▪ IT literate (competent in use of email, MS Office, Word, Excel and the internet) with the ability to learn new systems ▪ Excellent team worker with excellent communication skills, including verbal communication skills, with the ability to work as part of a small team, to promote the work of the Town Council in a positive way ▪ Ability to work thoroughly and accurately, with attention to detail ▪ Ability to learn how to use the Town Council's bookings and finance system ▪ Letter and report writing skills 	<ul style="list-style-type: none"> ▪ Experience with social media (Facebook, Twitter, Instagram) ▪ Ability to create attractive, stylish, informative displays, posters and presentations using computer software ▪ Experience of Dropbox and other file sharing tools
Personal Attributes	
<ul style="list-style-type: none"> ▪ Self-motivated and able to manage own time effectively ▪ Organised and with the ability to prioritise workload ▪ Flexible, pro-active and 'hands on' approach to tasks ▪ Trustworthy and able to maintain the strict security and confidentiality of all systems, processes and council business ▪ Community focussed ▪ Committed to the delivery of a quality service ▪ Adaptable and able to stay calm under pressure 	<ul style="list-style-type: none"> ▪ Proven ability and enthusiasm to adapt to change
Other	
<ul style="list-style-type: none"> ▪ Willingness to attend occasional functions at evenings and weekends ▪ Able to visit the Council's land and buildings within the parish ▪ Prepared to work flexibly to meet the needs of the service 	<ul style="list-style-type: none"> ▪ Possess a valid Driving Licence