

SOUTH DERBYSHIRE DISTRICT COUNCIL PERSON SPECIFICATION

Directorate: Operational Services	Service: OPERATIONAL SERVICES	Job Title: ADMINISTRATION ASSISTANT
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
Relevant experience in office administration Excellent communication and interpersonal skills. Competent in the use of the Microsoft suite (Word, Excel, Outlook).	NVQ in Administration Evidence of continuous career development Knowledge of Granicus/CRM and IT systems Knowledge of refuse processes	Application Form Interview Copy of qualifications

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	1	Works towards goals and objectives, ability to complete work on time and to a good standard.		During Interview Application Form Qualifications
Communication	1	Communicates clearly, able to pay attention to the communications of others and also able to present information clearly and logically.		Application Form During Interview
Creative Thinking	1	Open to new ideas and applies new information to work problems and situations.		During Interview
Customer Focus	1	Responds to customer requirements and meets internal standards of customer service. Ability to respond to customer queries and requests in a timely manner. Treats customers politely and respectfully.	Two years' experience of dealing with customers, preferably by telephone.	During Interview Application Form

Competency	Level	Essential	Desirable	How Assessed
Decision Making and Problem Solving	1	Breaks tasks down logically, and is able to choose an appropriate course of action from a range of known options. Can recognise the impact of decisions.		During Interview
Making Change Work	1	Accepts Change, adapts self to fit in and open to new ideas.		During Interview

Managing Resources, Projects & Processes	1	Takes personal responsibility, follows procedures, deals with problems, shortfalls and mistakes in a constructive manner.	Two years' experience of using Microsoft Excel, Customer Relationship management software or similar IT systems.	During Interview Application form
Organisational Awareness & Commitment	1	Understands the Formal Structure and hierarchy of the Council able to follow rules and regulations, policies and procedures and respect and accept what the Council sees as important.	Previous experience of working in a Local authority or Public Sector organisation.	During Interview Application form
Personal Impact	1	Considers their own impact on others and able to demonstrate appropriate and professional behaviour.		During Interview Application Form
Working Relationships	1	Maintains Relationships and is a good team player.		During Interview Application Form
Equal Opportunities and Fairness	N/A	Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.		During Interview

Date Issued: 30/07/2026 Issued by: Jacob Gentle-Parker, Service Development Manager