

# BRACEBRIDGE HEATH PARISH COUNCIL

The Heath: Village Hall & Library, Red Hall Lane, Bracebridge Heath, LN4 2LB  
07899 888530 – [clerk@bracebridgeheath-pc.gov.uk](mailto:clerk@bracebridgeheath-pc.gov.uk)

## Person Specification – Administration Assistant

	Essential	Desirable
Qualifications and experience	<ul style="list-style-type: none"><li>• Experience in a customer service setting for example making reservations, bookings or hospitality.</li><li>• Experience in general administration duties and office procedures e.g. diary management data entry and handling phone calls and emails.</li><li>• Good standard of education for example GCSE level grades 9 to 4 or *A-C or equivalent.</li></ul>	<ul style="list-style-type: none"><li>• Awareness of risk assessments and health and safety.</li><li>• NVQ Level 2 in Business Administration</li></ul>
Knowledge, skills and aptitude	<ul style="list-style-type: none"><li>• Must be IT proficient. Working knowledge of Microsoft packages and the ability to learn other bespoke systems as necessary.</li><li>• Excellent and clear written and verbal communication skills including a professional telephone manner for dealing with customers.</li><li>• Experience in a customer-facing environment as the role involves working with the public.</li><li>• Able to maintain good relationships with other staff, contractors and the public.</li><li>• Ability to handle sensitive information discreetly and responsibly.</li></ul>	<ul style="list-style-type: none"><li>• Experience of handling invoices</li><li>• Experience of stock management for facilities</li></ul>
Other	<ul style="list-style-type: none"><li>• Positive attitude to personal and professional development, willing to undertake training as required.</li><li>• Ability to use initiative, work independently and as part of a small team.</li></ul>	