

## Tunbridge Wells Borough Council

### Person Specification



**POST TITLE:** Corporate Governance Assistant

**GRADE:** 2

**SERVICE:** Governance and Democratic Services

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	Experience of dealing with complaints and customer feedback  Experience of working in administration  Experience of working to tight deadlines in a complex environment	Experience of working in a politically sensitive environment  Previous experience of dealing with requests for information received through Freedom of Information, or experience of applying relevant sections of the Freedom of Information Act or Data Protection Act	Application form / interview
QUALIFICATIONS/TRAINING	A-Level education	Degree	Application form / interview
KNOWLEDGE	Excellent IT skills, including the use of Microsoft 365 (Teams, Word, Excel, PowerPoint, Outlook and OneDrive) and ideally a case management system.	An interest in the transparency agenda; ensuring better access to information  Awareness and knowledge of the Data Protection Act, Freedom of Information Act and Environmental Information Regulations	Application form / interview
PRACTICAL & INTELLECTUAL SKILLS	Excellent attention to detail  High standard of literacy and numeracy		Application form / interview

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	<p>Excellent organisational and multi-tasking skills to cope with the varied workload and be able to prioritise work accordingly</p> <p>Excellent customer service skills</p> <p>Ability to produce written correspondence to a high standard</p> <p>Ability to identify, gather and bring together a range of information in response to enquiries</p>		
DISPOSITION/ ATTITUDE	<p>Diplomatic and calm; able to deal with distressed or difficult customers</p> <p>Confident in own skills and abilities and able to work as part of a team or under own initiative</p> <p>Able to create good working relationships with colleagues in senior positions</p> <p>Be customer focused; ensuring customers are understood and their needs met</p> <p>Have an enthusiastic attitude to work and be able to communicate effectively with colleagues and members of the public</p>		Interview