Inverclyde council

PERSON SPECIFICATION

The Person Specification clearly describes the skills/abilities/personal qualities needed to successfully undertake the duties of the post. It is agreed by the Panel prior to advertising and is used as the sole means of selecting candidates for interview.

In developing job descriptions & person specifications, the Council will have due regard to its commitment to equality & diversity by ensuring that job criteria are relevant to the successful undertaking of the job and do not indirectly or disproportionately disadvantage any individual on the grounds of sex, age, disability, race/ethnic origin, religion or belief, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and caring responsibilities, unless it can be justified on objective grounds.

POST TITLE: INFORMATION GOVERNANCE AND COMPLAINTS ADMINISTRATION OFFICER

ATTRIBUTES	ESSENTIAL: The minimum acceptable level for safe and effective job performance	DESIRABLE: The attributes of the ideal candidate
ATTAINMENTS/ EXPERIENCE 1.Educational (e.g. qualifications, membership of professional bodies)	HNC in administration or equivalent.	
2.Occupational (e.g. management experience)	Significant relevant experience in an administrative role. Well presented with a confident and pleasant manner. Self-motivated, articulate and able to communicate effectively with people on all levels.	Experience in handling complaints and other requests for information (FOIs/SARs) from external parties.
SKILLS & ABILITIES (e.g. work ethic, motivation, judgement, initiative, analytical skills, problem solving skills, report writing skills)	Well presented with a confident and pleasant manner. Self-motivated, articulate and able to communicate effectively with people on all levels. Excellent written and spoken communication skills. Excellent organisational skills and able to prioritise own workload to be completed to strict timescales. Ability to work under pressure and to tight deadlines. Flexible and able to exercise initiative. Ability to work effectively with others in a team environment.	
SPECIAL APTITUDES (e.g. numerical skills, manual dexterity, driving licence)	Good working knowledge and experience of using IT applications and databases.	Understanding of Local Authority procedures.
ANY ADDITIONAL JOB RELATED REQUIREMENTS (e.g. ability to work irregular hours, shifts)		

DISABLED APPLICANTS AND GUARANTEED INTERVIEWS

Under the Disability Confident Scheme, an applicant who indicates they have a disability and who meet the essential requirements for the vacancy will be offered a guaranteed interview.

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