

Scottish Children's Reporter Administration

PERSON SPECIFICATION

Post Title: **Support Assistant (Reception)**

FACTOR	CRITERIA		MEANS OF ASSESSMENT		
			application	reference	interview
Education, Qualifications and Training	Essential	Good general standard of education	√		√
	Desirable	HNC or equivalent in a relevant discipline, eg Business Administration Trained in the use of Microsoft Office Software	√ √		√
Skills, Knowledge and Aptitudes	Essential	Good communication skills (oral and written)	√		√
		Good interpersonal skills		√	√
		Ability to prioritise workload	√	√	√
		Numerate	√	√	√
	Desirable	Knowledge of the Children's Hearings System			√
Experience	Essential	Experience in dealing with members of the public	√	√	√
	Desirable	Relevant experience of providing Reception or Clerical/WP Support	√		√
Personal Attributes	Essential	Ability to deal with work of a confidential nature	√	√	√
		Flexible and adaptable		√	√
		Able to work as part of a team	√	√	√
	Desirable	Able to deal with staff in other agencies	√	√	√
Special Requirements	Desirable	Health record appropriate for requirements of the post	medical questionnaire assessed by independent occupational health service		