

# Scottish Children's Reporter Administration

## PERSON SPECIFICATION

Post Title: **Support Assistant**

LOCATION: **AUTHORITY TEAM**

FACTOR	CRITERIA		MEANS OF ASSESSMENT		
			application	reference	interview
<b>Education, Qualifications and Training</b>	<b>Essential</b>	Educated to Higher level or equivalent (e.g. SVQ 3)	√		√
		HNC in a relevant discipline or equivalent experience	√		√
	<b>Desirable</b>	Trained in the use of Microsoft software software	√	√	√
<b>Experience</b>	<b>Essential</b>	Experience of providing administrative/clerical services	√	√	√
		Use of a computer and business related software	√	√	√
	<b>Desirable</b>	Experience of dealing with members of the public	√	√	√
<b>Skills, Knowledge and Aptitudes</b>	<b>Essential</b>	Good communication skills	√	√	√
		Good interpersonal skills		√	√
		Ability to work effectively as part of a team		√	√
		Ability to work on own initiative		√	√
		Ability to plan and prioritise work	√	√	√
		Ability to work to deadlines	√	√	√
		Proficient administrative skills		√	√
		Ability to produce accurate work		√	√
	Computer literate	√	√	√	
	<b>Desirable</b>	Knowledge of the Children's Hearing Service			√
	Knowledge of Microsoft Office Software – Word, Excel Outlook and Explorer	√	√	√	

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<b>Personal Attributes</b>	<b>Essential</b>	Ability to deal with work of a confidential nature	√	√	√
		Flexible, adaptable and able to work under pressure		√	√
	<b>Desirable</b>	Able to deal with staff in other agencies	√	√	√
<b>Special Requirements</b>	<b>Essential</b>	Health record appropriate for requirements of the post	medical questionnaire assessed by independent occupational health service		