## **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	$\sqrt{}$		V
	Desirable	HNC or equivalent in a relevant discipline, eg Business Administration	V		
		Trained in the use of Microsoft Office Software	$\sqrt{}$		$\sqrt{}$
Skills, Knowledge and Aptitudes	Essential	Good communication skills (oral and written)	V		V
		Good interpersonal skills		$\sqrt{}$	$\sqrt{}$
		Ability to prioritise workload	$\sqrt{}$		
		Numerate	$\sqrt{}$		
	Desirable	Knowledge of the Children's Hearings System			√
Experience	Essential	Experience in dealing with members of the public	V	V	√
	Desirable	Relevant experience of providing Reception or Clerical/WP Support	√		V
Personal Attributes	Essential	Ability to deal with work of a confidential nature	V	V	√
		Flexible and adaptable		V	√
		Able to work as part of a team	V	V	√
	Desirable	Able to deal with staff in other agencies	V	V	√
Special Requirements	Desirable	Health record appropriate for requirements of the post	medical questionnaire assessed by independent occupational health service		