

**Person Specification
Systems Administrator
Planning and Growth
Band 4**

Criteria	Attributes	Method of assessment
Knowledge	<p>Essential</p> <p>Good knowledge of administrative procedures. Good working knowledge of Microsoft packages and related packages including the use of databases. Demonstrative knowledge of office procedures. Good general understanding of Health, Safety and Welfare policies and procedures.</p> <p>Desirable</p> <p>Appropriate level of awareness of data protection, security, and confidentiality.</p>	Application/interview
Experience	<p>Essential</p> <p>Experience or understanding of excellent customer care. Experience of dealing with the public by telephone or in person. Proven experience in an administrative role. Proven experience of using Microsoft Word packages including Word, Excel and PowerPoint.</p> <p>Desirable</p> <p>Knowledge of Planning and Growth services or related discipline preferred. Detailed knowledge of the back-office systems currently in use across Planning and Regulatory Services.</p>	Application/interview
Skills and abilities	<p>Essential</p> <p>Good ICT and keyboard skills. Accuracy and attention to detail. Good communication skills both written and oral. Ability to work effectively as part of a team. Good organisational skills. Ability to use own initiative.</p>	Application/interview/ test

	<p>Ability to work quickly and accurately. Ability to work under pressure and prioritise workload to meet deadlines. Ability to be tactful and diplomatic. Ability to deal calmly and confidently with a variety of people. Ability to achieve a good work life balance for self and team. Ability to maintain effective working relationships with colleagues, customers and suppliers. Ability to work flexibly across the whole service.</p>	
<p>Qualifications</p>	<p>Essential</p> <p>Demonstrate a positive desire to achieve results. Commitment to a learning culture. Willingness to undertake further job-related training.</p> <p>Desirable</p> <p>NVQ Level 3 or equivalent qualification/knowledge in relevant subject. Admin Level 3.</p>	<p>Application/interview/ documentary evidence</p>