

NORTH EASTERN INSHORE FISHERIES AND CONSERVATION AUTHORITY

PERSONNEL SPECIFICATION

JOB TITLE: NEIFCA Assistant Support Officer

SCALE: 11

POST NO: POST10018

Key Qualifications	Essential	Desirable	How Measured During Recruitment and Selection Process
Education	GCSE – At least four (or equivalent) including English and Maths Specialised qualifications dependent on the specific support role – e.g Word Processing	NVQ – Level 2 – Business Admin ECDL/RSA – IT qualification Evidence of any other relevant training undertaken. Customer Care qualification – Institute of Customer Services (ICS) or equivalent	Application Certificates to be checked at interview
Experience	Appropriate work experience in a similar business/commercial office environment Office – administration and clerical work.	Interest in fisheries and marine related work	Application Interview
Special Knowledge	A knowledge of office IT packages – word processing, spreadsheets, databases.	Interest in marine and fisheries conservation and management Specialist knowledge in relation to the specific support role – Accounting, Database experience Organising meetings, taking minutes, setting draft agendas.	Application Interview
Skills	ICT skills – keyboard skills Office/clerical skills Good communication skills – written and verbal Inter-personal skills – able to take instruction Customer care skills – pleasant and helpful manner	Public engagement and presentational skills	Application Interview

	Organisational skills – able to prioritise work Numeration skills		
Personal Qualities	Organised, accurate and timely Pleasant and enthusiastic manner Team player Presentable and punctual Able to maintain confidentiality Flexible		Application Interview
Working Arrangements	Mainly office based May involve some physical work – handling post/ packages/files etc Use of Display Screen Equipment		Application Interview