

PERSON SPECIFICATION

Position Title	Member Services Trainee
Location	Offices of the Devon Association of Local Councils, Cheriton Bishop
Reporting to	The County Officer
Salary	SCP 13 – 14.
Hours	24 hours per week
Duration	Permanent

Requirements	Essential or Desirable	Method of Assessment
Knowledge & Experience		
Basic local council knowledge & experience	Desirable	Application/Interview
Customer/Member service environment	Desirable	Application/Interview
Administrative roles and office environment	Essential	Application/Interview
Knowledge of MS Office 365 applications	Essential	Application/Interview
Managing websites/social media platforms	Essential	Application/Interview
Maintaining databases	Essential	Application/Interview
Skills		
Organisation and time management	Essential	Application/Interview
Basic IT skills inc basic data/doc management	Essential	Application/Interview
Strong verbal and written skills	Essential	Application/Interview
Ability to engage professionally	Essential	Application/Interview
Accuracy and attention to detail	Essential	Application/Interview
Judgement, tact, discretion and confidentiality	Essential	Interview/References
Other requirements		
Ability to travel throughout Devon	Desirable	Application/Interview
Educated to level 3 (A-level or similar)	Essential	Application
Degree level qualification or equivalent	Desirable	Application
Eagerness to learn and adapt to challenges	Essential	Application/Interview
Proactive/self-motivated	Essential	Interview/References
Commitment to exceptional customer service	Essential	Application/Interview
Working collaboratively in a small team	Essential	Application/Interview
Contributing to a positive work environment	Essential	Application/Interview

PERSON SPECIFICATION

Position Title	Member Services Assistant
Location	Offices of the Devon Association of Local Councils, Cheriton Bishop
Reporting to	The County Officer
Salary	SCP 15 – 17.
Hours	24 hours per week
Duration	Permanent

Requirements	Essential or Desirable	Method of Assessment
Knowledge & Experience		
Local council knowledge & experience	Essential	Application/Interview
Customer/Member service environment	Desirable	Application/Interview
Administrative roles and office environment	Essential	Application/Interview
Knowledge of MS Office 365 applications	Essential	Application/Interview
Managing websites/social media platforms	Essential	Application/Interview
Maintaining databases	Essential	Application/Interview
Skills		
Strong organisation and time management	Essential	Application/Interview
Maintain accurate data, documents and records	Essential	Application/Interview
Excellent verbal and written skills	Essential	Application/Interview
Professional and courteous interactions	Essential	Application/Interview
Accuracy and attention to detail	Essential	Application/Interview
Judgement, tact, discretion and confidentiality	Essential	Interview/References
Other requirements		
Ability to travel throughout Devon	Desirable	Application/Interview
Educated to level 3 (A-level or similar)	Essential	Application
Degree level qualification or equivalent	Desirable	Application
Ability to learn and adapt to challenges	Essential	Application/Interview
Proactive/self-motivated	Essential	Interview/References
Commitment to exceptional customer service	Essential	Application/Interview
Working collaboratively in a small team	Essential	Application/Interview
Contributing to a positive work environment	Essential	Application/Interview

PERSON SPECIFICATION

Position Title	Member Services Officer
Location	Offices of the Devon Association of Local Councils, Cheriton Bishop
Reporting to	The County Officer
Salary	SCP 18 – 23.
Hours	24 hours per week
Duration	Permanent

Requirements	Essential or Desirable	Method of Assessment
Knowledge & Experience		
Advanced local council knowledge & experience	Essential	Application/Interview
Customer/Member service environment	Essential	Application/Interview
Proficient in addressing complex inquiries	Essential	Application/Interview
Administrative roles and office environment	Essential	Application/Interview
Knowledge of MS Office 365 applications	Essential	Application/Interview
Managing websites/social media platforms	Essential	Application/Interview
Maintaining databases	Essential	Application/Interview
Skills		
Strong organisation and time management	Essential	Application/Interview
Advanced data/document management	Essential	Application/Interview
Excellent verbal and written skills	Essential	Application/Interview
Strong interpersonal skills and professionalism	Essential	Application/Interview
Accuracy and attention to detail	Essential	Application/Interview
Judgement, tact, discretion and confidentiality	Essential	Interview/References
Other requirements		
Ability to travel throughout Devon	Desirable	Application/Interview
Higher education/degree level qualifications	Essential	Application
Adaptability (changing roles/responsibilities)	Essential	Application/Interview
Proactive/self-motivated	Essential	Interview/References
Commitment to exceptional customer service	Essential	Application/Interview
Working collaboratively in a small team	Essential	Application/Interview
Contributing to a positive work environment	Essential	Application/Interview

