

PERSON SPECIFICATION

Employment Support Assistant

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

Qualifications and training

Method of Assessment – D, I

Essential:

- Good level of English and Maths

Desirable:

- Relevant word processing and administration qualification

The New GCSE Grading System

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C

Experience and knowledge

Method of Assessment – D, I

Essential:

- Experience of working with databases, recording and handling of confidential information.



- Experience of working within an office environment.
- Accurate data input together with word processing capability.
- Computerised file management

Desirable:

- Working knowledge of Jobcentre Plus, Skills Funding Agency Funded programmes

Specialist skills and abilities

Method of Assessment – D, I

Essential:

- Excellent telephone and interpersonal skills
- Diary management

Desirable:

- Understanding of software packages to support handling of data and administration processes.

Personal skills and attributes

Method of Assessment – D, I

Essential:

- Ability to carry out written and verbal instructions and able to work to deadlines.
- Able to work independently, as part of a team and showing initiative.
- Ability to prioritise own workload and to meet the needs of colleagues.
- Ability and resilience to work under pressure and to meet deadlines.
- Willingness to develop new skills
- Self-motivated, adaptable and flexible approach.

Desirable:

- Experience of working with the general public



This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role.

This criteria applies in accordance with the statutory [Fluency Duty for public facing roles](#)

Special working conditions

Method of Assessment – D, I

Essential:

During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match

