

Person Specification

Job title:	Team Supervisor/Administrative Officer
Job Family/ Grade/Level:	CA4b, Grade 5
Summary of role:	To supervise a team of clerical admin staff to support operational delivery. To supervise, allocate and review work of admin team. To lead, develop and motivate admin team. To manage attendance and performance of team. May be required to work across multiple locations and to supervise staff across multiple bases.

Criteria	Essential	Desirable	Evidence
Education, qualifications & training		Appropriate SVQ Level 3 business administration or equivalent	Application form Certificates
Skills	Relevant IT skills Can supervise, allocate and review the day to day work of the team Ability to lead, develop and motivate a team of staff Can interpret data and make recommendations for action to management Ability to manage the attendance and performance targets of the team	Proven experience of managing and developing a team to meet the objectives of the organisation Ability to design, implement, maintain and improve effective administration systems	Application form Interview References
Knowledge	Knowledge of relevant computer software packages Awareness of the work of council services and Glasgow Health & Social Care Partnership	Working knowledge of a similar organisation Technical knowledge of the service	Application form Interview References

	Able to use available resources to respond to customer problems and competing demands Knowledge of legislation relevant to service		
Other	Ability to work alone or as part of a team Demonstrates an enthusiastic and positive attitude Demonstrates a flexible approach to the needs of the service Can manage difficult service interactions		Application form Interview References

Competencies	Essential	Desirable	Evidence
Personal Effectiveness - Communicating (L1 & 2) Decision Making (L1) Influencing (L1)	Ability to listen and to communicate using the most appropriate method of communication for the audience Ability to produce clear, concise written communication which is easily understood and to explain why decisions have been made and use examples to support them Ability to find out what information is needed, provide it timeously and make decisions based on detail available	Gets others to commit to an action or viewpoint by explaining ideas Confident and assertive in your communication	Application form Interview References

	Consult with others as required and consider all options and possible consequences Shares relevant information on time with team and colleagues, able to deliver difficult messages if required Able to adapt communication to ensure others understand you. Ability to use facts and reasonable arguments to influence others and reach consensus / agreement		
Providing Excellent Customer Service - Customer Orientation (L1 & 2) Forward Thinking (L1 & 2)	Treats customers fairly and consistently in a professional and polite manner and provides a high quality service Follows up customer requests to make sure actions are taken and issues are resolved Explains if needs cannot be met and offers alternatives where possible Ability to act on own initiative to sort out difficult situations or problems by looking at various options	You are able to identify problem areas and make changes and to deliver more than promised	Application form Interview References

	You can change the way you work if required to meet the needs of customers		
Managing Change Attitude (L1 & 2)	Understand the process of change, why it happens, how it works and what the impacts can be Will proactively explain and support others through the change process Able to cope with change and handle situations that are unclear	Actively involves others in change initiatives building on their suggestions Try to get others to see the positives change can bring	Application form Interview References