Person Specification

Applicants should use their application to show how they meet the essential criteria. Evidence may come from paid employment, volunteering, education or other relevant experience.

Criterion	Essential	Desirable
Education and training	Good general education, including GCSE English and Mathematics at grade 4/C or above, or equivalent.	Relevant administration, customer service, digital communications or local government training.
Administrative experience	Experience of administrative work, maintaining accurate records and managing competing priorities.	Experience in a council, public-sector, community or regulated environment; meeting administration or minute-taking.
Customer service	Experience of communicating professionally with members of the public by telephone, email and face to face.	Experience handling sensitive, complex or challenging enquiries.
Digital skills	Confident user of Microsoft 365, particularly Outlook, Word and Excel; able to learn new systems. Social media experience.	Website content management, social media scheduling, Canva or similar design tools, mailing platforms, or digital accessibility awareness.
Written and numerical skills	Clear and accurate written English; good numeracy; strong attention to detail.	Experience producing newsletters, public information, reports or financial records.
Organisation	Able to plan work, meet deadlines, maintain systems and adapt to changing priorities with limited supervision.	Experience coordinating events, meetings, projects or contractors.
Teamwork and judgement	Able to work independently and collaboratively; uses initiative and knows when to seek guidance.	Experience supporting elected members, committees or volunteers.
Personal approach	Professional, approachable, discreet, reliable and committed to inclusive customer service.	Knowledge of the Great Chart, Singleton and Chilmington communities.
Practical requirements	Able to attend occasional evening meetings and weekend events. Able to travel locally when duties require it.	Access to suitable transport, subject to reasonable adjustments.

Terms and conditions

Terms: Generally in accordance with NJC conditions of service, the NALC model contract and council policies.

Pay: NJC SCP 10-12, currently £14.83-£15.31 per hour. Appointment within the range will reflect qualifications and experience. Future awards are subject to NJC agreement.

Pension: The council participates in the Local Government Pension Scheme administered by Kent Pension Fund, subject to scheme eligibility and rules.

Annual leave: 23 days plus public and bank holidays, pro rata for part-time hours, with the leave year running from 1 April to 31 March. Entitlement will be confirmed in the contract.

Checks: Any offer will be subject to evidence of the right to work in the UK and two satisfactory references, including the current or most recent employer where practicable.

Data protection: Applicant information will be processed for recruitment purposes in accordance with the UK GDPR, the Data Protection Act 2018 and the council's recruitment privacy information.

Recruitment notes

- Shortlisting will be based on the evidence provided against the person specification.
- Reasonable adjustments are available throughout the recruitment process. Please tell the Clerk what support you need.

Prepared November 2026. Salary figures reflect the 2026-27 NJC national salary award effective from 1 April 2026.