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| <b>Job title:</b>       | Professional and Technical Assistant – Level 3 |
| <b>Bristol grade:</b>   | BG6  |
| <b>Managed by:</b>      | Team Manager                                   |
| <b>Responsible for:</b> |  |
| <b>Directorate:</b>     | Place  |
| <b>Service area:</b>    | Transport Services                             |

| Preferred assessment method |                      |
|-----------------------------|----------------------|
| <b>A</b>                    | Application          |
| <b>AC</b>                   | Assessment centre    |
| <b>I</b>                    | Interview            |
| <b>PA</b>                   | Practical assessment |
| <b>P</b>                    | Presentation         |
| <b>T</b>                    | Test                 |

The table below sets out the essential and desirable knowledge skills and aptitude required to do this role.

**Essential (MUST HAVE)** = minimum skills, qualifications, knowledge and experience required to perform in the role

**Desirable (COULD HAVE)** = skills, qualifications, knowledge and experience required that will help the jobholder to perform in the role

| Requirement - ESSENTIAL  | Method     |
|--|------------|
| Relevant qualifications at NQF/QCF Level 2 plus relevant experience or equivalent.                     | <b>A I</b> |
| Experience in manipulating and maintaining computer based systems and/or paper based data/information. | <b>A I</b> |
| Written and verbal communications sufficient to respond to routine enquiries and correspondence.       | <b>A I</b> |
| Ability to organise and prioritise work to meet and keep to deadlines and targets.                     | <b>A I</b> |

|  |               |
|--|---------------|
| Ability to complete accurately basic financial and arithmetic calculations.  | <b>A I</b>    |
| Ability to file and retrieve information stored alphabetically and by 'subject'.   | <b>A I</b>    |
| Ability to check information is current and accurate by searching and cross-checking from a given source.  | <b>A I</b>    |
| Ability to organise and trace information securely and confidentially.   | <b>A I</b>    |
| Have a working knowledge of Microsoft Office applications or equivalent including the following: email (Outlook or equivalent), word processing (Word or equivalent), spreadsheets (Excel or equivalent) using the internet (Internet Explorer or equivalent). Have a willingness to learn new applications and technology as appropriate. | <b>A I</b>    |
| Able to demonstrate knowledge and/or experience of equalities and diversity issues.  | <b>A I</b>    |
| The ability to converse with citizens in spoken English, or through a BSL interpreter.   | <b>A I</b>    |
| <b>Requirement - DESIRABLE</b>   | <b>Method</b> |
| Experience in a transport orientated or technical discipline.  | <b>A</b>      |
| Experience of completing the administrative procedures applying to any of the following:<br>Invoices, orders, absence/leave records, payroll, employee records and of inputting information in to pre-set databases e.g. Mayrise.  | <b>A</b>      |
| Ability to work cooperatively as part of a team.   | <b>A</b>      |
| An understanding of the requirements in shaping the image of a customer orientated organisation, when working as a 'first point of contact' member of staff.   | <b>A</b>      |