



Person Specification			
Post title	Operational Technical Support Assistant	Grade	E / £26,403 - £28,142

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of working in an administrative and financial environment and working with a range of services to support the delivery of service and key performance measures	CV/SS, I
S2	Effective communication skills oral, written and presentation.	CV/SS, I
S3	Good knowledge and experience in the use of all Microsoft Office software including; Word, Outlook, Excel, Access and Power Point.	CV/SS, I
S4	Experience of processing purchase orders and invoices including charging customers and reconciling accounts.	CV/SS, I
S5	Experience of producing information in a range of formats for various audiences including management and operational staff.	CV/SS, I
S6	Experience of administering IT systems and use of IT packages	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
Communication		
C1	For customer facing roles only - the ability to speak fluent English	I
C2	Effective communication skills oral, written and presentation.	CV/SS, I
Qualifications		
Q1	Hold an appropriate qualification at NVQ level 3 or equivalent.	CV/SS, C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview

January 2026





Knowsley Council

P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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