

Person Specification

Post	Administration Assistant	
Responsible to:	Manager/Senior Officer	Hours: Full time & Part time contracts available

Criteria	Essential	Desirable	Assessment Method
QUALIFICATIONS / EXPERIENCE			
6 GCSEs (Grades A-C) including GCSE Maths and English (Grade A-C) or equivalent or higher educational standard AND one year's experience providing administration support in an administrative/clerical role OR QCF (Previously NVQ) Level 2 in Business Administration or equivalent or higher educational standard AND one year's experience providing administration support in an administrative/clerical role OR Three years experience providing administration support in an administrative/clerical role	•		Application Form and interview
QCF Level 3 in Business Administration or equivalent.		•	Application Form
Previous experience dealing with confidential information	•		Interview
Previous experience arranging meetings and booking appointments	•		Interview
Previous experience of Administration Assistant Role within any of the following disciplines: Housing/Development /Care/Finance/HR/Maintenance		•	Application Form and Interview
Previous experience in performing calculations, producing and analysing statistics.	•		Interview

Previous experience of minute taking	•		Interview
IT SKILLS			
Proven experience in the use of MS Windows 10 and MS Office applications (especially Word, Excel, and Outlook)	•		Interview
Experience using web conferencing applications such as Zoom and Microsoft Teams		•	Interview
Experience using Adobe Acrobat DC		•	Interview
ECDL Training		•	Application Form
DISPOSITION			
Excellent organisational skills with a methodical approach to prioritising work to meet deadlines.	•		Interview
Demonstrates attention to detail and accuracy in approach to work	•		Interview
Good customer facing and interpersonal skills	•		Interview
Able to develop good working relationships with staff at all levels	•		Interview
SPECIALIST KNOWLEDGE/ TRAINING			
Customer Service Training within last 5 years		•	Application Form
Previous experience of operating a multi-line switchboard and dealing with a large number of calls.		•	Application & Interview
CIRCUMSTANCES			
Full current driving licence and access to a car.		•	Application Form
Flexible regarding the hours which can be worked	•		Interview

Notes:

- Only applicants who demonstrate clearly on the application form that they have the required level of qualifications and experience will be considered for interview.
- If there is a high response for this vacancy the desirable criteria may be implemented and applicants may be required to undertake an aptitude test.
- Successful applicants may be placed within any department at Head Office i.e. Development, Finance, Housing, Personnel and Property Services
- A Reserve List will be held for approximately 6 months.