# Administrative Assistant Person Specification

## **Education and Formal Training/Qualifications**

### ‘A’ level qualification/equivalent, or higher Desirable

### Relevant IT and Office Admin qualifications Desirable

**Relevant Experience and Knowledge**

Experience of day to day administrative tasks **Essential**

Good computer literacy, including use of Office software such as

Word, Excel & Outlook, and ability to learn use of a CRM database

and other software **Essential**

A commitment, knowledge and understanding of Equal Opportunities

& Diversity **Essential**

Experience of working with volunteers **Desirable**

Knowledge and experience of health & safety legislation **Desirable**

An understanding of the need for professional confidentiality **Essential**

Committed to the safeguarding of children **Essential**

An understanding of bereavement issues **Desirable**

# Competencies

Ability to maintain resilience and act appropriately in emotionally

challenging situations **Essential**

Ability to work effectively with people at all levels **Essential**

Ability to listen well and to respond sensitively to enquiries **Essential**

Good communication skills, both written and verbal **Essential**

Ability to use own initiative and to work without direct supervision **Essential**

Positive team player, supportive of other colleagues and cheerful disposition **Essential**

Ability to respond positively, flexibly and creatively to changes within

the organisation **Essential**

Ability to collate, interpret and present information clearly and precisely **Essential**

## **Additional Requirements**

Willingness to work regular hours, with occasional ‘out of office’ hours **Essential**

Ability to drive and provide a vehicle **Essential**