

Assistant Office Manager [2024] Person Specification

Criteria	Specification	Method of Assessment
Qualifications	<p>A-Level qualification or equivalent, or higher [E]</p> <p>Relevant IT or Admin professional qualification or training [D]</p>	<p>Application form and certificates</p> <p>Application form and certificates</p>
Experience	<p>Experience of developing, managing and improving the efficiency of systems in support of admin activities and processes [E]</p> <p>Experience of providing sensitive and accurate responses to a range of enquiries from the public, professionals and service users [E]</p> <p>Preparing activities and providing supervision of volunteers [D]</p> <p>Experience of day to day use of word processing, databases and spreadsheets. [E]</p> <p>Experience of processing, recording and reporting basic financial information to a high degree of accuracy [D]</p> <p>Experience of learning and implementing new skills based on the needs of an office environment [E]</p>	<p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p>

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<p>Knowledge</p>	<p>Basic understanding of issues experienced by families and professionals relating to support bereaved children [D]</p> <p>Understanding of best practice and trends in efficient office based admin processes, and awareness of current IT tools that can support admin [E]</p> <p>Understanding of principles and practice of relevant policies and legislation including data protection; Equal Opportunities; health & safety; and child safeguarding [E]</p>	<p>Interview</p> <p>Application form and Interview</p> <p>Interview</p>
<p>Skills</p>	<p>Ability to set and manage own priorities, work independently without close supervision, and to act on own initiative where appropriate [E]</p> <p>Good verbal and written communication skills [E]</p> <p>Ability to support the effective learning of colleagues and the sharing of good practice [E]</p> <p>Excellent planning and administration skills [E]</p> <p>Attention to detail and high levels of accuracy [E]</p> <p>Identifying own development and training needs [E]</p> <p>Excellent relevant IT skills including Microsoft Office, CRM, and use of other relevant software and online packages to support efficient admin processes [E]</p> <p>Good interpersonal skills [E]</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

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	<p>Ability to handle difficult conversations in a calm, sensitive manner [E]</p> <p>Project management skills including the ability to multi-task a variety of responsibilities [E]</p> <p>Ability to operate in a cohesive and supportive team and the importance of interdependence in achieving goals (team work) [E]</p> <p>Ability to work effectively with people at all levels [E]</p> <p>Able to work well under pressure and meet deadlines [E]</p> <p>Ability to collate, interpret and present information [E]</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
Other requirements	<p>Ability to drive and to provide own vehicle, insured for business use [E]</p>	<p>Application form and Interview</p>