

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