

ADMINISTRATOR

PERSON SPECIFICATION

This person specification describes the ideal person to fill the job and is a profile of the personal skills and characteristics that will be looked for in the recruitment and selection process. It lists a series of attributes divided into “essential” and “desirable” for an individual to possess to do the job.

ESSENTIAL SKILLS AND EXPERIENCE

Experience

- Proven ability to provide high quality customer services
- Proven ability to provide administration services

Skills

- Extensive experience of dealing with the public, particularly in relation of sensitive information
- Proven administration experience
- Customer services experience, working in a reception environment
- Proven ability to organise workload under pressure
- Ability to work to deadlines
- Ability to use spreadsheets, word processing, database and presentation applications
- Experience of minute taking

Knowledge

- Expert knowledge of Microsoft Office Professional
- Of GDPR/FOI requirements

Education

- HNC in a business related discipline or similar

Other

- Proven ability to work within and contribute to the team environment

DESIRABLE SKILLS AND EXPERIENCE

Experience

- Experience of working within a high volume customer focused organisation

Skills

- Office organisation skills
- Experience of data entry

Knowledge

- Knowledge of the current context in which Housing Associations operate