

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



PERSON SPECIFICATION

JOB TITLE: Administration Officer

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)					
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	Certificate
Education & Qualifications	1	Business Administration or Customer Service related qualification or equivalent	D	X	X				X
	2	Good standards in English and Mathematics (Grade C or above, NVQ Level II)	E	X	X				X
	3	Information, Advice & Guidance Qualification NVQ Level 2 or above	D	X	X				X
Experience	4	Experience in an Administrative function with strong attention to detail ensuring a high level of accuracy, prioritising tasks to meet deadlines	E	X	X				
	5	Previous employment in Welfare to Work or ESF Funded programmes	D	X	X				
	6	Proven experience of using a wide range of IT including Microsoft Word, Excel, PowerPoint, Internet/email, database or MI systems including use of complex data sources	E	X	X				
	7	Experience of working within European funding regulations	D	X	X				
	8	Experience of producing accurate correspondents, information and electronic communications	E	X	X				
	9	Experience in customer facing role with confidence to manage difficult customers.	D						
Knowledge	10	Use of a variety of general office equipment, eg Telephones, Printers, Scanners, Photocopier etc	E	X	X				
	11	Understands the importance in both customer relationships & teamwork.	E	X	X				

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	12	Understanding of office filing systems in accordance with data protection	E	X	X				
Personal Skills	13	Competent multitasker, extremely well organised & have positive attitude towards their work	E	X	X				
	14	Adaptable to many situations, resourceful in approach & ability to problem solve	E	X	X				
	15	Ability to build effective and professional relationships with colleagues, customers & external organisations	E	X	X				
	16	Excellent customer service skills including the ability to inform and influence, working with others to achieve results	E	X	X				
	17	Ability to maintain confidentiality as required	E	X	X				
Additional Requirements	19	Prepared to undertake occasional work out of hours	E	X	X				
	20	A commitment to Equal Opportunities and Diversity in all work practices	E	X	X				
	21	Full Driving Licence	D	X					
	22	An appreciation and commitment to Health and Safety issues in the workplace	E	X	X				