

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB TITLE: Admin & Claims Officer

| Factor | Criteria No | Criteria | Ranking | Criteria to be tested by... mark as appropriate) | | | | | | |
|------------|-------------|--|---------------------------|--|-----------|--------------|--------------------|---------------------|-------------|---|
| | | | (Essential/ Desirable) | Application Form | Interview | Presentation | Practical Exercise | Work Simulated Test | Certificate | |
| General | 1 | Good standard of education to GCSE equivalent, particularly in english and mathematics | E | X | | | | | | X |
| | 2 | Business Administration or finance management related qualification to NVQ Level II | D | X | X | | | | | X |
| Experience | 1 | Experience of providing an administration service in a business environment which will include the implementation and monitoring of office systems | E | X | X | | | | | |
| | 2 | Experience of managing a varied workload of administrative and financial tasks prioritising to meet target deadlines | E | X | X | | | | | |
| | 3 | Proven experience of managing finance & MI systems | E | X | X | | | | | |
| | 4 | Experience of dealing with external clients, Partners, contractors and suppliers | E | X | X | | | | | |
| | 5 | Proficient experience of using software packages in particular Microsoft Word, PowerPoint, in particular Excel | E | X | X | | | | | |
| | 6 | Experience of the effective use of the internet and e-mail | E | X | X | | | | | |
| | 7 | Experience of planning and prioritising a busy workload from a range of Partners | E | X | X | | | | | |
| Knowledge | 1 | A sound understanding of general administration procedures | E | X | X | | | | | |
| | 2 | Use of a variety of general office equipment - printer / scanner / shredder | E | X | X | | | | | |

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|-------------------------|---|---|---|---|---|--|--|--|--|
| | 3 | Understanding of office filing systems both electronic and manual | E | X | X | | | | |
| Personal Skills | 1 | Excellent organisational skills to enable the provision of an effective and efficient administration service | E | X | X | | | | |
| | 2 | Good communication skills (both written and verbal) to support the achievement of the organisation's objectives and to deal with people at all levels | E | X | X | | | | |
| | 3 | Ability to maintain confidentiality as required | E | X | X | | | | |
| | 4 | Ability to work on own initiative, taking responsibility for task delivery to time and within budget, only referring matters upwards as necessary | E | X | X | | | | |
| | 5 | Ability to work as part of a team | E | X | X | | | | |
| | 6 | Ability to achieve targets and deadlines whilst still maintaining quality | E | X | X | | | | |
| Additional Requirements | 1 | Prepared to undertake occasional work out of hours | E | | X | | | | |
| | 2 | A commitment to Equal Opportunities and Diversity in all work practices | E | X | X | | | | |
| | 3 | Full Driving Licence | D | X | | | | | |
| | 4 | An appreciation and commitment to Health and Safety issues in the workplace | E | X | X | | | | |