

GROUNDWORK

CHANGING PLACES

CHANGING LIVES



PERSON SPECIFICATION

JOB TITLE: Project Support 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, Marketing or Customer Service related qualification or equivalent	D	X	X				X
	2	Good standard of education to GCSE equivalent, particularly English and Mathematics	E	X	X				X
Experience	1	Experience in an Administrative function with strong attention to detail ensuring a high level of accuracy, prioritising tasks to meet deadlines	E	X	X				
	2	Excellent communication skills and an ability to liaise effectively with colleagues and a wide variety of stakeholders	E	X	X				
	3	Proven experience of using a wide range of IT systems including Microsoft Word, Excel, PowerPoint, Internet/email, database or MI systems including use of complex data sources	E	X	X				
	4	Confident using multiple social media channels, (i.e. Twitter, Facebook)	E	X					
	5	Experience of producing accurate reports, information and electronic communication	E	X	X				
Knowledge	1	A sound understanding of general administration procedures, use of general office equipment and understanding of electronic and manual filing systems	E	X	X				
	2	Understands the importance of both customer relationships & teamwork	E	X	X				

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	3	Understands importance of maintaining information in accordance with data protection	E	X	X				
Personal Skills	1	Competent multitasker, extremely well organised & have positive attitude towards their work	E	X	X				
	2	Adaptable to many situations, resourceful in approach & ability to problem solve	E	X	X				
	3	Ability to build effective and professional relationships with colleagues, customers & external organisations	E	X	X				
	4	Excellent organisational skills to ensure an effective and efficient administration service	E	X	X				
	5	Effective verbal, written and presentation communications skills; capable of constructing and delivering clear information, ideas and concepts concisely and accurately to a diverse audience	E	X	X				
	6	Ability to achieve targets and deadlines whilst still maintaining quality	E	X	X				
	7	Ability to maintain confidentiality as required	E	X	X				
Additional Requirements	1	Prepared to undertake occasional work out of hours	E	X	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				