

PERSON SPECIFICATION

JOB TITLE: ADMIN ASSISTANT

DEPARTMENT: EDUCATION

GRADE: 2A

DATE: NOVEMBER 2024

E = ESSENTIAL D = DESIRABLE		SOURCE OF EVIDENCE - - TEST - INTERVIEW	APPLICATION = A = T = I
	1. EXPERIENCE, direct work experience, other relevant experience.		W = 5
D	Considerable administrative experience, to include customer contact		A/I
D	Experience of providing support to a number of people within a team environment including organising and minuting complex and sensitive meetings		A/I
	2. KNOWLEDGE, without which the job cannot be done effectively		W = 4
E	Up to date and relevant knowledge of administrative practices and procedures		A/I
E	Excellent knowledge of Microsoft Office Systems including Word, Excel, Outlook and Calendar, PowerPoint		A/I/T
D	Knowledge of the work and areas in educational setting		A/I
	3. SKILLS & ABILITIES, essential/capable of doing, desirable/able to train		W= 5
E	High speed, accurate word-processing and keyboard skills		A/I/T
E	Ability to work effectively within a team and to work under pressure prioritising workloads and handling changing priorities showing an ability to be flexible and adaptable		A/I
E	Ability to work under minimum supervision, to make decisions act on own initiative and use good organisational skills		A/I
E	Ability to utilise effectively a variety of IT packages including Microsoft Office		A/I/T
E	A professional and polite telephone manner with a focus on Customer Care showing an awareness and understanding of customer needs		A/I
E	Good communication skills and both verbal and written.		A/I
	4. QUALIFICATIONS, TRAINING AND EDUCATION, also identify training to be given.		W =3
D	BTEC National / A levels / NVQ Level 3 or equivalent		A
E	Four GCSEs Grade A – C or equivalent including Maths and English		A
D	RSA III typing qualification, ECDL or equivalent		A/T
	5. PERSONALITY, SOCIAL SKILLS, relationships, thinking style, disposition.		W =5
E	The ability to communicate effectively at all levels with the public, staff, Members and other agencies on sensitive and personal issues, and build effective relationships		A/I
E	Must be able to operate in a highly confidential and professional manner at all times		A/I
E	Be resilient and able to deal with sensitive and upsetting information; evidencing personal mechanisms in place to manage the impact.		A/I/T
E	Able to work under pressure and to strict deadlines.		A/I
	6. OTHER FACTORS, physical mobility, availability, conditions etc.		
E	Must present a positive image of The Federation		I
E	Must be able to work in more than one location.		A/I

	Promoting the safeguarding and welfare of children and young people.	
--	--	--