

May 2015

## Administrator - Person Specification

COMPETENCES	ATTRIBUTES	ESSENTIAL	DESIRABLE
Knowledge		Knowledge of administrative procedures, including IT systems and office management	Training knowledge, acquired through formal training or experience to diploma level equivalent
Organisational skill		Plan and organise routine activities, some ongoing; organise rotas and meetings, plan presentations and coordinate multi-disciplinary meetings; experience of taking responsibility for devising and operating systems which contribute to an organisation's effective operation; evidence of involvement in a successful project in which involved	Business management/administrative qualification
Teamwork		Experience of working as a member of a team and able to demonstrate contributions to a team's work in a collaborative role	Evidence of direct involvement in a successful team project

Ethical practice		Knowledge and application of data protection legislation and rules relating to confidentiality; follow policies in own role (may be required to comment) and policies for own area of work, may comment on proposals for change in own work area	
Communication & relationship skills		Experience of communication with a range of audiences and using a range of media; communicate routine information using persuasive skills; provide and receive routine information requiring tact or persuasive skills.	A qualification in use of a relevant IT package such as publisher
Learning	A good learner	Formal qualification in one or more academic and/or vocational subjects	A degree and/or informal education and/or training in a workplace setting

	Good inter-personal skills	Experience of working collaboratively and achievement of shared goals; positive feedback received from managers and/or so-workers	
	Committed to good quality service	Experience of working in a setting where customer service was a priority and evidence of contributing positively to good customer service	A qualification or attendance on a training course relevant to service quality and/or continuous improvement
	All-round good IT skills	Able to demonstrate competence with a range of IT packages including Word, Excel and Power point, and a capability of delivering prompt and accurate outputs	A qualification in an IT subject
	Ambitious for self and organisation	Experience of progress made within a project or post which has directly contributed to improvements in both the service provided and personal and team performance	