

Person Specification for the role of:
Administration Assistant

Area	Essential	Desirable	How Measured
Professional & Technical Development	Ability to use office IT packages -word, spreadsheets, databases, email/internet applications Prepared to undertake training/ qualifications considered relevant to the role	Has had some involvement in a business/ commercial environment Experience of administration or reception work GCSE -At least two (or equivalent) including English and Maths	Application form/ Certificates/ Interview
Customer/Visitor Focus	Treats customers/visitors with respect (both internal and external) Committed to helping customers/visitors Gives customers/visitors confidence		Application form/ Interview
Communication	Pays attention and takes instructions whether given verbally or in writing Speaks and writes clearly and makes themselves easily understood Can confidently use telephone and email Maintains confidentiality Can alter approach to respond to others / situation		Application form/ Interview
Problem Solving	Gathers relevant information Is thorough and accurate Understands key issues Can identify problems and knows when to bring them to someone's attention	Can see when a system/process needs to be changed and can suggest possible solutions	Application form/ Interview
Team Work	Works well with others to deliver agreed targets Builds good relationships in and outside team/organisation Is flexible and supportive of others Actively participates in the team and makes a positive Contribution	Prepared to take a leading role in the team	Application form/ Interview
Personal Effectiveness	Is punctual and organised Is enthusiastic about the job Is open to change		Application form/ Interview

	<p>Is pleasant, honest, helpful and presentable</p> <p>Is confident</p> <p>Can work on own initiative</p> <p>Understands their own strengths and weaknesses</p>		
<p>Working arrangements, Personal Availability & Physical Requirements</p>	<p>Mainly Reception/ Office based</p> <p>Must be able to support the Parish Clerk at Parish events which may include lifting/ handling of equipment.</p>		<p>Application form/ Interview</p>