

PERSON SPECIFICATION
OFFICE ADMINISTRATOR

	Essential/ Desirable
Qualifications <ul style="list-style-type: none"> • Good standard of education evidenced by GCSEs or equivalent • Level 3 in Customer Service/Business Administration 	 E D
Knowledge and Experience <ul style="list-style-type: none"> • Experience of working in a busy office with a strong customer service ethos • Ability to work effectively within and between teams to achieve common objectives • Experience of using systems for data entry and reporting • Experience of providing co-ordination and administrative support in the post-16 learning environment • Experience of working in an education or training environment 	 E E E D D
Skills <ul style="list-style-type: none"> • High standards of accuracy and attention to detail • Excellent written and verbal communication skills • Extensive IT skills. Competent in Microsoft Office (Outlook, Word and Excel) • Strong organisational skills with a systematic approach to problem solving • Excellent time management skills with the ability to prioritise, plan and organise day to day activities ensuring that deadlines and objectives are achieved • Organisational and time management skills with the ability to multi task within a demanding office environment • Good interpersonal skills, confident and professional telephone manner • Effective problem solving techniques • Excellent customer service skills 	 E E E E E E E E E
Personal Attributes <ul style="list-style-type: none"> • A team player with a positive outlook and strong work ethic • The ability to use own initiative and know when to seek advice • Acts with professional integrity at all times • Committed to high standards of quality and seeks to improve systems and processes • Ability to work under pressure to tight deadlines • Ability to develop and maintain strong, effective and professional working relationships • Willingness to travel where necessary • Flexibility in working hours when necessary • Flexible and receptive to change • Treat people fairly and respectfully 	 E E E E E E E E E E