



Person Specification

Position:	Administration Assistant
Location:	Central Office, London
Reports to:	Office Administrator

Experience should be comprehensively outlined as part of the supporting statement.

Essential

A Administration Assistant must demonstrate the ability and willingness to undertake the following:

Ambassador for 2Care

- must have an excellent understanding of 'customer care', be professional, articulate and diplomatic, and be able to role-model this to other staff

Ability to Manage

- Ability to manage and administer own heavy workload and as that of the department according to priorities
- Ability to work under pressure and meet deadlines
- Good organisation skills (must be able to plan, prioritise and deliver)
- Ability to prioritise own work and that of other staff in the department

Dynamic

- must be able to evidence a 'can-do attitude in previous roles
- Initiative – e.g. proactively looking for ways to make the office run smoothly as possible
- Problem solving: must be able to find effective solutions e.g. sourcing new systems; staff management issues
- must demonstrate energy, enthusiasm and 'quick-wittedness' at interview

Manage Staff Performance



- Manage staff performance issues assertively and support staff effectively

I.T.Skills / Typing

- IT literate (Advanced Microsoft Word, Microsoft Outlook and internet)
- Touch Typing accurate at a minimum speed of 45wpm

Other Skills

- Discrete and Confidential
- Flexible with tasks/priorities
- Punctual at all times
- Accurate and good attention to detail
- Full UK Driver's License

Work Experience

- Min 12 months' experience in busy office
- At least 12 months experience of managing staff
- Must be able to draft own correspondence / writing reports

Desirable

Although not essential, prior experience of the following are desirable:

- Experience of minute taking
- 'Front of house' experience