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| **SENhub Administrative Officer**  **Person Specification** | | |
| **AREA** | **ESSENTIAL CRITERIA** | **METHOD OF ASSESSMENT\*** |
| **QUALIFICATIONS**  **TRAINING/EXPERIENCE** | Minimum of 4 GCSEs at Grade C/4 or above including  Maths and English. | AF/R |
| ICT Training or good knowledge of ICT. | AF/I/R |
| Relevant and recent administrative experience within a busy office environment. | AF/I/R |
| Knowledge of data entry procedures. | AF/I/R |
| Experience of creating or improving administrative systems. | AF/I/R |
| Experience of dealing with customers, both in person and over the telephone. | AF/I/R |
| **SKILLS/KNOWLEDGE** | Effective verbal and written communication skills, including the ability to draft correspondence, mail merge etc. | AF/I |
| Undertake ‘Reception’ duties including welcoming/signing in visitors and taking telephone calls. | AF/I |
| The ability to provide general clerical support to ensure an effective service is provided. | AF/I/R |
| The ability to maintain manual and computerised records | AF/I/R |
| Excellent organisational and interpersonal skills. | AF/I/R |
| Competent in all areas of Microsoft programmes. | AF/I/R |
| Ability to manage conflicting demands. | AF/I/R |
| Ability to work successfully within a team. | AF/I/R |
| **OTHER REQUIREMENTS** | The ability to maintain confidentiality and observe data protection guidelines. | AF/I/R |
| A willingness to learn new skills and undertake training.  . | AF/I/R |
| Able to work on own initiative and independently. | AF/I/R |
| Ability to work under pressure, manage time effectively and prioritise workload. | AF/I/R |
| Ability to be flexible and respond to need as it arises. | AF/I/R |
| Good work ethic. | AF/I |
|  | **DESIRABLE** - Ability to drive | AF/I |

**Method of Assessment:**

AF: Application Form

I: Interview/Tasks

R: References