

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Administrative Assistant</b>
<b>Directorate &amp; Section/Unit:</b>	<b>Worcestershire County Council – Inclusion Support Services</b>
<b>Salary Grade:</b>	<b>Scale 3</b>

### EXPERIENCE:

It is **essential** that the post holder has:

- Demonstrable experience of working in SEND, education or similar busy environment.
- Considerable experience in administration and office skills.
- Demonstrable computing experience, especially in the use of software packages of MS Office including the use of spreadsheets and databases.
- Considerable experience of office systems including the production of correspondence and reports, filing, arranging and minuting meetings, dealing with incoming enquiries, diary management, document copying & scanning, keeping records, setting up & using IT equipment
- Experience of setting up and managing administrative recording systems
- Experience of using remote working technology such as Skype, TEAMS, Zoom for virtual calls and meetings
- Experience and understanding of the confidential nature of the information

It is **desirable** that the post holder has:

- Experience working on projects in collaboration with others.

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- An ability to extract, present and convey accurate information and to disseminate such information where required.
- Ability to priorities and use initiative.
- Attention to detail and accuracy.
- Excellent time management and organisational skills to meet long term and short term deadlines.
- The literacy to draft documents.
- The numeracy to compile and present numerate data.
- An ability to work effectively on joint activities with colleagues and /or representatives from partner organisations and agencies.
- A polite, efficient manner particularly when working under pressure and in circumstances where interruption may be common place.
- The ability to recognise, acknowledge and have regard to confidential and sensitive matters including child safeguarding
- A willingness to enhance personal performance by seeking out constructive feedback, gaining insight and awareness of personal strengths and challenges.
- Ability to prioritise own workload to meet the requirements of service users and managers.

## **QUALIFICATIONS/TRAINING & DEVELOPMENT:**

It is **essential** that the post holder has:

- Educated to NVQ Level 2 in a relevant subject or equivalent.
- Educated to a good standard with a minimum of Maths and English at grade C or above and is able to evidence considerable experience in administrative roles and continued professional development to be current in the workplace

It is **desirable** that the post holder has:

- IT qualification/certificate.

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