

Person Specification – Administration & Centre Assistant

* This position is open to those with prior experience and knowledge, however if you have the right attitude and work ethic we welcome applications as full training can be provided while working towards Level 3 Business Administration apprenticeship / qualification.

Essential and desirable skills, abilities, experience, knowledge and special requirements

ESSENTIAL

- Good standard of education (GCSE, NVQ level 2 or equivalent)
- Prior work experience
- Experience including typing and word processing
- Proficient at using Microsoft Office
- High standards of organisation, practice and presentation
- Effective communication skills: written, verbal and telephone
- Ability to prioritise
- Passionate approach to Customer Service
- Willingness to learn new systems / skills
- Ability to work as a member of a team
- Ability to work on own initiative
- Ability to establish and maintain effective relationships with a wide variety of people
- Knowledge of and commitment to equal opportunities and anti-discriminatory practice
- Understanding of the need for professional confidentiality
- Eligible to work in the UK
- Flexibility with evening / a weekend day work
- Willing to access training
- Good work ethic with positive attitude
- Ability to take initiative and understanding that there is always something to be done
- Team player with a willingness to problem solve and help colleagues

DESIRABLE

- Relevant previous or current employment
- Experience of administrative work
- Experience with system management
- Experience of working within a voluntary organisation
- Experience with social media
- Experience with e-newsletter / Mailchimp
- Basic design / experience with Canva / adobe suite
- Experience with systems – e.g. booking systems, monitoring systems, till systems etc
- Qualification or Degree in Office / Administration / Marketing
- Knowledge and experience of typing reports
- Hospitality experience