

PERSON SPECIFICATION FORM

Job Title: Administrator

Department: Community Development – Generation Games Project

Specification	Essential Requirements	Desirable Requirements
<u>Qualifications/ Education/ Training:</u>	3+ O levels/GCSE/CSE or equivalent; grades A-C including Maths & English;	A Level education or equivalent
<u>Relevant experience:</u>	Significant experience in administration office capacity; Excellent computer skills including Microsoft: Excel, Word and Access database and significant knowledge of Publisher and Outlook software.	Experience of working in the Charity environment or working with Volunteers; Experience in a customer service environment; Experience of maintaining and developing database.
<u>Relevant knowledge/skills:</u>	Excellent oral and written communication skills; A high level of accuracy; Strong appreciation of customer service interaction;	
<u>Personal attributes:</u>	The ability to: Work to deadlines; Prioritise & work well under pressure; Work on own initiative and as part of a team; Deal appropriately with sensitive and confidential matters; Communicate effectively at all levels in person, on the phone and e-mails; Good telephone manner; Be attentive to detail and neat handwriting;	Willingness to learn new skills;
<u>Special Requirements:</u>	This role is subject to a satisfactory Criminal Records Bureau Check.	