

## Person Specification - Administrator

Requirement	Essential	Desirable
<b>Education, training and qualifications</b>	Administrative training or experience	NVQ Level 2 in Business Administration
<b>Skills and Knowledge</b>	<p>Excellent knowledge of Microsoft Office to include Word, Excel, Outlook and Access.</p> <p>Use of telecoms system such as 3CX</p> <p>Knowledge of Data Protection legislation / GDPR</p> <p>Excellent customer service.</p> <p>Excellent communication skills</p> <p>Ability to work collaboratively</p> <p>Ability to learn to use a variety of systems such as booking systems, patient note systems</p> <p>Ability to develop and maintain filing systems electronically and with paper files.</p> <p>Excellent time management and personal organisation</p> <p>Ability to collate information from a variety of sources for reporting.</p>	<p>Intermediate knowledge of Microsoft Excel</p> <p>Knowledge of diary management</p>
<b>Experience</b>	<p>Three years-experience in an administrative role</p> <p>Experience of accepting delegated tasks from managers</p> <p>Experience of using own initiative</p> <p>Excellent IT skills</p>	<p>Experience in a Healthcare setting, training organisation or other related environment</p> <p>Experience of line management or supervision of staff.</p> <p>Has handled confidential information.</p>

Requirement	Essential	Desirable
		Has experience of HR filing / data entry
<b>Personal Attributes</b>	<p>Smart well-presented team player.</p> <p>Excellent communication skills and telephone manner</p> <p>Able to communicate with all levels of staff including senior managers</p> <p>Shows initiative</p> <p>Willing to undertake additional training and development if required.</p> <p>Always willing to help.</p>	