

AGE UK SHROPSHIRE TELFORD & WREKIN

OFFICE ADMINISTRATOR

PERSON SPECIFICATION

Please ensure that you identify in the Application Form how you meet the requirements of this person specification.

Attributes	Essential	Desirable
Qualifications	<p>Applicants must have a good standard of general education</p> <p>Experience in the use of a wide range of electronic applications.</p> <p>To be willing to undertake training and continuing professional development.</p>	<p>A recognised customer service qualification.</p>
Skills/Knowledge	<p>Experience of working in a public facing role.</p> <p>Understanding and knowledge of the local Voluntary Sector in Shropshire, Telford & Wrekin.</p> <p>A thorough knowledge of, and skilled in the use of Microsoft packages including Word, Outlook and Windows 10.</p> <p>An excellent ability to communicate well with older people, volunteers, colleagues and with professional staff in other organisations.</p> <p>Ability to prioritise a busy workload.</p> <p>Excellent organisational and time management skills.</p> <p>Able to work with a high level of accuracy and presentation.</p>	<p>Knowledge of local services in Shropshire & Telford.</p> <p>Experience in the use of Customer Management computer databases.</p>

<p>Personal Attributes</p>	<p>To be able to work as part of a team.</p> <p>To respect client confidentiality at all times.</p> <p>To be able to work calmly whilst under pressure.</p> <p>To be well-organised and methodical.</p> <p>To be punctual, presentable, have a friendly, approachable manner and an enduring sense of humour.</p>	<p>An understanding of and an empathy with the needs of older people.</p>
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