



**Person Specification – Administration Assistant
To be completed by Interview Panel**

Assessment

1. Experience and Qualification	E/D	1	2	3	Comments
Good basic education including 5 GCSEs at grades A to C, or equivalent	E				
Holds relevant Housing Management or Administrative qualification	D				
Office experience with a customer focus	E				
Experience of general office duties	E				



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1. Experience and Qualification	E/D	1	2	3	Comments
Good working knowledge of Microsoft applications (proficient in Word, Excel & Outlook)	E				
Experience of working with confidential / sensitive information and knowledge of the good practice in data protection / General Data Protection Regulations	E				
Experience of working with maintenance programmes / developments	D				
Knowledge of, or interest in,	D				



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mental health issues					
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Assessment

2. Skills and Competencies	E/D	1	2	3	Comments
High level of accuracy and attention to detail	E				
Excellent interpersonal skills / ability to communicate verbally (English) both face-to-face and over the telephone	E				
Good written English skills	E				
Good level of numeracy	E				



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Skills and Competencies (cont.)	E/D	1	2	3	Comments
Ability to work on own initiative	E				
Ability to focus in a busy working environment	E				
Problem solving skills	E				
Proven ability to organise self and prioritise to meet deadlines	E				
Excellent IT skills	E				



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Skills and Competencies (cont)	E/D	1	2	3	Comments
Ability to function effectively as part of a team	E				
Customer care skills	E				
Driving licence and use of a car	E				
Considered and sensible (common sense) approach	E				
Logical approach to workload, able to prioritise own workload and manage	E				



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time effectively					
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Attitude and Personality	E/D	1	2	3	Comments
Takes ownership of job role	E				
Calm under pressure	E				
Friendly and flexible Team Player	E				
Professional Approach	E				
Enthusiastic and self-motivated	E				



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Uses initiative appropriately	E				
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Attitude and Personality (cont.)	E/D	1	2	3	Comments
Awareness of / appreciation of confidentiality	E				
Understanding of and commitment to Equal Opportunities.	E				
Awareness of mental health issues	D				
Able to perform all duties and tasks with reasonable adjustments in accordance with provisions of Equality Act 2010	E				



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Key:	Overall Summary
<p>E = Essential – skills, qualities, experience considered essential for the role</p> <p>D = Desirable – skills, qualities considered desirable for the role</p> <p>Assessment:</p> <ol style="list-style-type: none"> 1. meets criteria well 2. meets criteria adequately 3. does not meet criteria 	
<p>Successful/Unsuccessful/Reserve</p> <p>Completed by: (sign)</p> <p>Date</p>	



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