



Person Specification: Administrative Assistant

	Essential	Desirable
Qualifications	Good basic education to GCSE standard or equivalent	
Experience	The Administrative Assistant should have experience of: ➤ secretarial work with good ICT skills including a secure knowledge of Office 365	In addition, the Administrative Assistant might have experience of: ➤ ARBOR software ➤ working within education ➤ handling financial accounts
Knowledge and understanding	The Administrative Assistant should have knowledge and understanding of: ➤ the nature of the routine tasks that need to be completed on a daily basis ➤ the extent of the role, and the versatility required to fulfil it	In addition, the Administrative Assistant might also have knowledge and understanding of: ➤ educational management ➤ the computer systems available to organise educational records and school management ➤ the roles and responsibilities of teachers
Skills	The Administrative Assistant will be able to:	

	➤ manage and prioritise workloads, able to complete tasks in a timely manner ➤ track activity in a busy inbox to ensure all tasks are followed up and signed off ➤ communicate clearly, accurately and helpfully with staff, children, parents, visitors and contractors, and handle all phone enquiries ➤ provide a welcoming first point of contact at all times for people who come to the school ➤ make accurate judgements of situations, and refer these to other staff, if necessary ➤ recognise the confidentiality of some kinds of information ➤ work effectively and efficiently under pressure ➤ undergo further administrative training, when appropriate	
Personal characteristics	➤ Adaptable ➤ Cool under pressure ➤ Excellent as an organiser ➤ Friendly ➤ Purposeful ➤ Resourceful	