



## PERSONNEL SPECIFICATION

### Administration Officer

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• 5 GCSEs or equivalent including English and Maths</li> <li>• Word Processing RSA Stage 1, OCR Text Processing Level 1 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Word Processing RSA Stage 11, OCR Text Processing Level 2 or equivalent</li> <li>• A further education qualification or equivalent in a relevant discipline, for example, Level 3 in Business Administration</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Two years' experience or part time equivalent) of providing administrative support in a busy office environment.</li> <li>• Experience of organising events</li> <li>• Good experience of using Microsoft packages including Microsoft Office, Outlook, PowerPoint and Excel</li> <li>• Experience of minute taking and producing summary notes from events and meetings</li> <li>• Experience of inputting data to a CRM or similar system and ensuring data is cleansed regularly</li> <li>• Experience of creating presentations on PowerPoint or similar platform</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using Salesforce or other CRM systems</li> <li>• Experience of using Microsoft Access</li> <li>• Experience of using Mailchimp</li> <li>• Experience of using Canva</li> <li>• Experience of carrying out administration tasks in relation to human resources, for example, monitoring annual leave</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Microsoft Outlook, Word, Excel, Access and PowerPoint</li> </ul>	<ul style="list-style-type: none"> <li>• Salesforce or other CRM systems</li> </ul>

		<ul style="list-style-type: none"> <li>• Understanding of the community and voluntary sector</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills (oral and written)</li> <li>• Strong organisational skills with the ability to multitask</li> <li>• Time management skills</li> </ul>	

**Please note:**

Shortlisting will be carried out based on the above criteria set out above using the information given on the application form. The organisation reserves the right to only invite those for interview who meet both the essential and desirable criteria.