

## Wirral Multicultural Organisation

### Employee Specification Form - Administration Assistant

Essential Personal Attributes	Stage Identified	Desirable Personal Attributes	Stage Identified
<b>Qualifications</b> Good standards of Numeracy and Literacy; equivalent to GCSE grade C or above	A	An administrative / ICT qualification	A
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of working with Microsoft packages, e.g., email Word, Excel, Publisher</li> <li>• Dealing with/working with the public</li> <li>• Delivering excellent front of house customer service</li> <li>• Experience of cash handling</li> <li>• Managing Data and producing written reports</li> </ul>	A/I  A/I A/I A/I A/I	<ul style="list-style-type: none"> <li>• Evidence of recent and relevant training</li> </ul>	I
<b>Knowledge and skills</b> <ul style="list-style-type: none"> <li>• Excellent communication and organisational skills</li> <li>• Ability to establish good working relationships with staff, clients outside agencies, visitors</li> <li>• Able to work independently with good decision making</li> <li>• Proven ability to provide administrative support</li> <li>• Time management skills and ability to prioritise workload</li> </ul>	A/I A/I  A/I A/I A/I  A/I	<ul style="list-style-type: none"> <li>• Website update and editing</li> <li>• Use of Social Media and marketing services</li> <li>• Ability to work unsupervised</li> <li>• Note taking</li> <li>• Report writing</li> <li>• Knowledge of Health &amp; Safety Practices</li> </ul>	A/I A/I A/I
<b>Special Requirements</b> <ul style="list-style-type: none"> <li>• Ability to work flexible within a team</li> <li>• Relate well to others</li> <li>• Ability to use initiative</li> <li>• Understanding of Equality and Diversity</li> <li>• Knowledge and understanding of the values of Safeguarding practice.</li> </ul>	A/I A/I A/I A/I A/I		