

Wirral Multicultural Organisation

Employee Specification Form – Admin Assistant – Translation and interpretation Service (T&I)

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