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**PERSON SPECIFICATION Post title: Administration worker GEAAP**

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| **Attributes** | **Essential** | **Desirable** | **How assessed** |
| **Experience** | * **3 year’s Experience of working in an office administration position.** * **Experience of using client databases including collation of data for statistical analysis and service management.** * **Related experience of dealing with a wide range of people, in person and over the telephone** | * **Experience of working with and supporting volunteers.** * **Experience and knowledge of services in the North East of Glasgow.** * **Understanding of addiction issues and how it affects individuals and families.** | **Application form & Interview** |
| **Education, Qualifications & Training** | * **GCSE or equivalent in English and Maths (grade A-b or equivalent)** * **Excellent oral, written and numeracy skills, with a proven track record of attention to detail.** | * **NVQ or equivalent in administration.** | * **Application form.** * **Certificates.** * **CPD file / portfolio** |
| **Practical & intellectual skills (including any specialist knowledge)** | * **Experience and ability to use Microsoft Office, Exel, e-mail and the Internet.** * **Experience of working with databases, spreadsheets and understanding web based applications with accurate skill and reasonable speeds** * **Ability to work quickly and accurately in a busy office environment.** * **Good, clear and friendly telephone manner.** * **Complete discretion in the handling of confidential information.** * **Good interpersonal skills** * **Good organisational skills** * **Ability to work as part of a multi-agency team** * **Ability to plan ahead, capable of organising meetings and managing diaries** | * **A keen eye for detail** * **Able to demonstrate an ability and willingness to be flexible and adaptable** * **Demonstrate an awareness and capability of working within financial constraints** * **Minute taking skills** * **Awareness of relevant legislation e.g. Data Protection Act, Health and Safety** | **Application form & Interview** |
| **Disposition, attitude, adjustment** | * **Evidence of an ability to work independently and as part of a team.** * **Ability to relate positively to colleagues and members of the project.** * **Ability to recognise and manage one’s own stress.** * **Evidence of an ability to implement service development.** * **Evidence of an ability to manage change.** * **understanding of confidentiality and information governance** |  | **Application form & Interview** |
| **Health & Physical** | * **Enablement to address own health and wellbeing needs** |  | * **Application form.** * **Interview.** * **References.** |
| **Circumstances** | **Work flexibly according to the needs of the service** | **Have access to own transport** | **Application form & Interview** |
| **Equal Opportunities** | **To have an understanding of, and an ability to promote and implement equal opportunities. Commitment to individualised care, nondiscriminatory practice.** |  | **Application form & Interview** |