

**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**
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| **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.**
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| **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** |