



ASSIST Sheffield
Office Administrator Person Specification

Personal qualities	Essential	Desirable
A collaborator, bringing enthusiasm and positivity to the workplace	x	
Takes initiative and is able to problem solve and identify solutions	x	
Shows resilience and patience	x	
A swift learner	x	
Committed to supporting the organisation run effectively and efficiently with attention to detail and quality	x	
Able to be flexible and responsive to the needs of the organisation	x	

Skills	Essential	Desirable
Clear and effective spoken and written communication	x	
Excellent interpersonal skills and ability to engage sensitively with people from a wide range of backgrounds	x	
Strong IT Skills (word processing, spreadsheets, databases, websites, social media, device management etc)	x	
Excellent organisational skills	x	
Able to effectively prioritise responsibilities whilst maintaining efficiency and meeting deadlines	x	

Able to work enthusiastically individually and within teams	x	
Ability to design and create materials and content for social media platforms		x

Knowledge	Essential	Desirable
Knowledge and understanding of the experiences of people seeking asylum		x
Knowledge of sources of support for people who have been refused asylum; who provides it locally, and how ASSIST fits into this		x
Knowledge of one or more community languages, including Kurdish Sorani, Arabic, Farsi, Oromo, Amharic		x

Experience	Essential	Desirable
Experience of working in a customer facing role		x
Experience of working in an administrative role		x
Experience of working in the community and voluntary sector		x
Lived experience of the asylum system or forced migration		x
Lived experience of global majority communities and networks		x
Experience of working with contact databases		x
Experience of cash handling		x
Experience of minute taking		x
Experience of working with vulnerable individuals		x