



ASSIST Sheffield Administrative Worker Person Specification

Experience - essential	
1	Experience of working in a support role in a busy office environment
2	Experience of providing administrative support to different teams
Experience - desirable	
3	Experience of developing office systems
4	Experience of working within the Voluntary and Community Sector
Qualifications and Training - essential	
5	Excellent standard of IT awareness and numeracy
Qualifications and Training - desirable	
6	NVQ Level 2 in Business Administration or equivalent work experience
7	Degree level education
Skills, Knowledge and Competencies - essential	
8	Experience of supporting work across multiple teams
9	Experience of IT systems, online tools and software
10	Good oral and written communications skills
Skills, Knowledge and Competencies - desirable	
11	Experience of working with contact databases
12	Minute taking skills
13	Ability to produce basic reports and analyse data

14	Experience of financial record keeping
15	Experience of cash handling
16	Experience of working with and/or supervising volunteers
17	Experience of working in a customer / client facing service
18	Knowledge and understanding of the experiences of people seeking asylum
Personal Qualities - essential	
19	Excellent organisational skills: able to prioritise and manage a diverse workload and negotiate competing demands for your time from different people / sources
20	Problem solving skills and the ability to demonstrate initiative
21	Ability to learn new ICT skills and the ability to learn new systems and software
22	Ability to independently research and troubleshoot ICT functions
23	Ability to work flexibly and enthusiastically within a team or individually as required
24	Good interpersonal skills and the ability to work with a wide range of individuals
25	Drive and resilience
26	Knowledge of and commitment to equal opportunities
27	Understanding of confidentiality and data protection
28	Ability to comply with Health and Safety regulations to ensure that all duties are carried out safely
29	Commitment to supporting the organisation run effectively and efficiently with attention to detail and quality
30	Enthusiastic and determined
Personal Qualities - desirable	
31	Ability to demonstrate continuous improvement and self-development

Personal Circumstances - essential	
32	Willing to work flexible hours when required to meet work demands, including occasional meetings outside normal working hours
33	Willing to be a key holder for the offices
34	A satisfactory Disclosure and Barring Service check