Kent County Council

Person Specification: Administration Assistant

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

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|  | **CRITERIA**  |
| **QUALIFICATIONS** | NVQ 2 or equivalent |
| **EXPERIENCE** | Operational experience of administrative systems  |
| **SKILLS AND ABILITIES** | * Standard keyboard skills
* Literacy and numeracy skills
* Computer literacy – ability to produce a range of accurate documents and standardised reports using Windows WP package and basic spreadsheet and database functions
* Ability to organise and prioritise workload to achieve deadlines
* Ability to communicate effectively and in a courteous manner, in person and over the telephone
* Ability to receive and assess information over telephone or in person and refer to the appropriate person or source of information
* Ability to investigate queries and anomalies when required
* Ability to operate computerised and manual filing systems and to make improvements where necessary
* Ability to take accurate notes and minutes of meetings
* Co-ordination skills when arranging meetings and appointments
* Ability to process and maintain financial records
* Commitment to equalities and the promotion of diversity in all aspects of working
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| **KNOWLEDGE** | * Requires knowledge and procedures for a range of administration activities including knowledge of various IT packages
* Awareness of the School’s Record Retention Policy and freedom of information protocols or an awareness of the requirement for this policy and protocol
* Knowledge of computerised and manual filing systems
* Awareness of Data Protection and confidentiality issues
* Staff will be expected to have an awareness of and work within national legislation and procedures relating to Health and Safety
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