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| **PERSON SPECIFICATION** |
| **Business Support Administrator** |

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Education/ Training/Qualifications** | * English and Maths GCSE grade C or above or equivalent.
* Driving licence
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| **Experience** | * Prior experience of administration work
* Well-developed interpersonal and communication skills
* Excellent organisational skills
* Team player
* Excellent time management and prioritisation
* Ability to work under pressure
* Use of Excel basic formulas +/-
 | * Working knowledge of SAGE 200
* Prior experience of reception and customer service work
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| **Competencies** | * Confidentiality
* Ability to work calmly under pressure
* Ability to balance conflicting priorities
* Confidence when dealing with other staff face to face
* Flexible according to the needs of the business
* Sense of humour
* Equal opportunities for all staff, volunteers and clients or participants
* Smart and professional appearance
* Enthusiastic and positive
* Willingness to learn new skills
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| **Values and Attitudes** | * Commitment to Health & Safety, Safeguarding and Prevent processes
* Committed to the ethos of Groundwork and it’s practices
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| **Additional Requirements** | * Willingness to work evenings and weekends
* Willingness to be flexible and be supportive to all projects
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