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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 |  |
| **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 |
| **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 |  |
| **Values and Attitudes** | * Commitment to Health & Safety, Safeguarding and Prevent processes * Committed to the ethos of Groundwork and it’s practices |  |
| **Additional Requirements** | * Willingness to work evenings and weekends * Willingness to be flexible and be supportive to all projects |  |