



General Administrator Person Specification

Requirements	Essential	Desirable
QUALIFICATIONS		
Basic reading, writing, and arithmetic skills required equivalent to GCSE qualifications.	*	
NVQ in Business Administration or equivalent.		*
EXPERIENCE and ATTRIBUTES		
Relevant office experience.	*	
Communicative and confident.	*	
Experience of people management.		
Attention to details.	*	
Experience of working in a membership led or democratic organisation.		*
Ability to maintain records and databases of information.		
SKILLS		
Knowledge of Microsoft Office and telephone protocol.	*	
Excellent interpersonal skills- able to communicate well both written and verbally.	*	
Ability to manage a small team.	*	
Professional verbal and written communication skills and the ability to compile agendas for meetings and produce minutes.	*	
Ability to work well under pressure, to be flexible and adapt to changes in priorities.		*
Possess a positive attitude to work and ability to organise own workload.	*	
Able to work as part of a team as well as under own initiative	*	
Commitment to the delivery of high standards of customer service.	*	