



# FOUR Cs MULTI ACADEMY TRUST



## Person Specification – Administrative Assistant

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>		
A minimum of 5 GCSEs at Grade 4 or above (or equivalent qualification) including Mathematics and English.	✓	
Thorough and accurate understanding of English Language and Grammar.	✓	
Formal qualification in administration e.g. typing or business administration		✓
<b>EXPERIENCE</b>		
Experience of working in a customer facing role including handling a wide range of enquiries particularly by telephone and email.	✓	
A proven track record of successfully balancing conflicting priorities and deadlines.	✓	
Demonstrable experience of successfully building and managing effective relationships with stakeholders, internally and externally at all levels.	✓	
Experience of working in educational establishment.		✓
Experience of employment in an office administration role.	✓	
<b>SKILLS AND KNOWLEDGE</b>		
General admin skills / secretarial duties.	✓	
Excellent telephone manner and customer focused approach to provide an outstanding service.	✓	
Knowledge of MS Office software, specifically Word.	✓	
Good communication Skills in English.	✓	
<b>DISPOSITION</b>		
Are enthusiastic in approach and adaptable to changes and developments within a fast paced workplace.	✓	
Are discreet and have the ability to maintain confidentiality.	✓	
Have excellent communication skills – both written and verbal.	✓	
Are confident and able to use initiative.	✓	
Have the ability to prioritise conflicting workloads, remaining calm under pressure.	✓	
Have a desire for high standards of work and a consistently high standard of personal presentation.	✓	
Can demonstrate effective teamwork skills.	✓	
Have a willingness to work flexibly to meet deadlines.	✓	
Are able to demonstrate excellent interpersonal and organisational skills.	✓	
Have a good sense of humour.	✓	

All appointments involve regulated activity and are subject to an Enhanced DBS disclosure with children's barred list check and two successful references. Online searches are carried out on all shortlisted candidates.