Person Specification
Administrative Assistant

Requirement	Essential/ Desirable
Qualifications / Education / Training:	
• Good level of Numeracy and Literacy	Essential
• Educated to GCSE level	Essential
Experience:	
• Customer service experience	Desirable
• Experience of working in a similar role	Desirable
• Working in a professional services environment	Desirable
Knowledge:	
• Knowledge of IT systems (Microsoft Word and Excel)	Essential
• Knowledge of Bar Squared LEX system	Desirable
• Knowledge of quality standards (ISO)	Desirable
Skills & Competencies:	
• Excellent telephone manner	Essential
• Highly accurate with excellent attention to detail both in numeracy and literacy	Essential
• Strong prioritisation skills and ability to manage own workload	Essential
• Well organised and ability to meet deadlines	Essential
• Team player as well as the ability to work on own initiative	Essential
• Strong communication skills	Essential
Personal Attributes:	
• Ability to balance pressures from conflicting clients' needs and meet deadlines	Essential
• Friendly and flexible attitude to work	Essential
• Being Resilient	Essential
• Excellent time management	Essential
• Ability to prioritise and undertake a number of tasks	Essential
• Hardworking and conscientious	Essential
Other:	
• A logical and methodical approach	Essential
• Full appreciations of issues of confidentiality in handling sensitive data	Essential
• Professional Presentation	Essential
Motivation:	
• Strong commitment to delivering a high quality service	Essential
• Demonstrates drive	Essential
• Proactive approach to work	Essential
• Ability to work within a fast past environment	Essential