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| **SCOTLAND EXCEL****PERSON SPECIFICATION** **POST: Administration Assistant****LOCATION: Renfrewshire House, Paisley****POST ID:**  |
| **FACTORS** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EDUCATION/****QUALIFICATION** | Educated to SVQ 2 or equivalent qualification(s) | HNC/HND in a business-related subject | CV /Application Letter / Interview  |
| **RELEVANT EXPERIENCE** | Previous experience of working in an administration rolePrevious experience of working in a team environment | Experience of working in a regulated environment in the public or private sectors | CV /Application Letter / Interview  |
| **SPECIAL KNOWLEDGE & SKILLS** | Proficient in Microsoft Office applications and/or similar business packagesGood level of numeracy and literacy | General understanding of the role of central business services (e.g. HR, finance and facilities management)Effective analytical skills | CV /Application Letter / Interview  |
| **PERSONAL FEATURES/****QUALITIES** | Good communicator with effective all-round skills Ability to organise and plan workload and deliver to deadlines Ability to work effectively on own and as part of a teamAbility to maintain effective internal and external working relationships Close attention to detail and commitment to accuracy | Commitment to personal development and improvement | CV /Application Letter / Interview  |
| **CUSTOMER FOCUS** | Commitment to Scotland Excel’s customer care objectives | Previous customer service experience and/or training | CV /Application Letter / Interview  |

**Last updated: April 2021**