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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 role  Previous 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 packages  Good 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 team  Ability 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**