**Administrative Position**

Example Person Specification:

1. Good knowledge of Word, Excel and Powerpoint
2. Ability to produce accurate work
3. Ability to undertake a range of administrative procedures
4. Ability to organise and prioritise work
5. Ability to communicate in a polite, friendly and helpful manner in person and on the telephone
6. Excellent numerical and literacy skills in order to undertake a range of tasks
7. Experience of organising and minuting meetings with a range of people that may be highly confidential.

Example Application:

1. Good knowledge of Word, Excel and Powerpoint:

I have used Microsoft Office for over 5 years, both at work and at home.

I am able to use Word to produce reports and newsletters which are formatted and easy to read, and I can also do mail merges. I use PowerPoint for presentations and to produce diagrams such as organisation charts. I have a basic knowledge of excel and can use it to produce charts and graphs, and I can maintain and update spreadsheets. I would be willing to increase my excel knowledge either through a training course or by learning on the job.

1. Ability to produce accurate work:

In my role as a Team Administrator I am required to type correspondence such as letters and emails, and because these go to external people, it is very important that there are no mistakes. Therefore I check my work before sending it out. In a previous role I produced the monthly newsletter which went out to all staff in the department, therefore I needed to proofread my own as well as other people’s work.

1. Ability to undertake a range of administrative procedures:

I have worked in offices for over three years. In my role as Team administrator I am required to undertake a range of administrative duties, these include typing letters and emails, answering the phone to both members of the public and colleagues, taking messages and helping where I can. I have access to my managers diary and can help inform people when the best time would be to see her.

I also need to keep records of the queries coming in to our office and I keep the weekly office reports up to date for my manager.

In my last role I helped to organise events for parents, this involved sending out the invitations, booking rooms and catering and welcoming people as they arrived.

1. Ability to organise and prioritise work:

In my current job I have a list of tasks that need to be done and the dates they need to be completed by. It is my responsibility to manage which pieces of work I do first and I do this by using a list and talking to my manager to make sure I understand which should take priority. If I find that I have too much work to do, I will let my manager know so that they can help me to work out which pieces of work to do first and also to make sure they know that I might not be able to complete some by the due date.

When I worked as a receptionist I would need to complete all my work whilst also answering the telephone and dealing with visitors face to face. This could prove challenging at times but I was able to remain calm and complete my work on time, whilst delivering good customer service.

1. Ability to communicate in a polite, friendly and helpful manner in person and on the telephone:

In my current role I am required to answer the phone and deal with basic queries from members of the public and also from colleagues. If I cannot answer the query I transfer calls to ensure the caller is helped by the best person. If this is not possible then I take a detailed message and pass this on to the correct team. I am also polite and helpful. Occasionally callers may be upset or angry and I always remain calm and listen to why they are upset and assure them that I will try to help them resolve their issue.

I have previously held a weekend job in a shop, which has given me really good experiencing of dealing with members of the public. Good customer service was a very important part of that role and I was often complimented by my manager for my ability to deal with people in a kind and friendly manner.

1. Excellent numerical and literacy skills in order to undertake a range of tasks:

I have GCSE English and Maths. In my current role I write letters and emails to people outside of the company which means I need excellent written communication skills. Some of the letters I write are explaining some complex issues and so I need to write clearly and accurately to ensure our message is understood.

I am also required to input data onto a spreadsheet and then use this to produce graphs which are presented at a monthly meeting where decisions are based on the graphs, therefore I need excellent numerical skills to ensure the data presented is accurate.

1. Experience of organising and minuting meetings with a range of people that may be highly confidential:

When I was an Administrative Officer I was required to organise and minute monthly partnership meetings. This involved contact all the different partners who attended to find a suitable date in the diary, booking a venue, helping to arrange the agenda and sending out the papers in advance of the meeting. I would then attend and minute the meetings. Sometimes the subject matter of these meetings would be confidential and it was essential that I maintained confidentiality and treated the minutes and any papers accordingly, such as shredding papers after meetings and ensuring the documents are saved in a secure place on the network.