



Person Specification – Administrative Assistant

Person Specification – Administrative Assistant	Essential	Desirable
Skills & Abilities	<ul style="list-style-type: none"> • Excellent written communication skills • Excellent verbal communication skills • Confident in ability to have telephone conversations with or meet with customers • Self-motivated • Ability to work to deadlines • Attention to detail • Ability to organise and deal with multiple tasks • Excellent IT and problem solving skills • Ability to learn new tasks quickly • Ability to work well within a team 	<ul style="list-style-type: none"> • Able to demonstrate initiation and flexibility in managing workload • Educated to HND level in a relevant discipline • Ability to suggest and implement innovative solutions to help improve the services of Knowes HA
Experience	<ul style="list-style-type: none"> • Demonstrate experience working in an office environment • Experience of producing mail merge letters • Experience of using IT solutions 	<ul style="list-style-type: none"> • Experience of a working within a Housing Association environment

Person Specification – Administrative Assistant	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of Microsoft computer packages • Knowledge of office administrative processes and procedures 	<ul style="list-style-type: none"> • Understanding of social housing and context
Values/Attitudes	<ul style="list-style-type: none"> • Committed to the principles of customer care in a public or charity sector • Committed to continuous improvement • Customer focused • Professional approach, displaying honesty and integrity • Respect for customers and colleagues • A can do attitude 	<ul style="list-style-type: none"> • Demonstrate a knowledge of equal opportunities principles and practice • Desire to learn and develop career within Social Housing
Other requirements		<ul style="list-style-type: none"> • Full driving licence and use of own car