

Person Specification - Office Services Assistant

| | Essential | Desirable |
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| Qualification | | <p>1) A minimum of 4 'GCSE 'or equivalent qualifications including Maths and English at Grade C or above</p> <p>2) First Aid qualification</p> |
| Experience | <p>1) Experience working in an office environment, including dealing with face-to-face interactions, answering phones, providing a reception service, and dealing with a range of administrative tasks at the same time</p> <p>dealing with face to face interactions</p> <p>2) Experience of using Microsoft Office Applications including Outlook, Word and Excel.</p> <p>3) Experience of dealing effectively with the public</p> <p>4) Experience of setting up and running meetings and booking meeting rooms</p> <p>5) Experience of using, setting up, maintaining, and developing administrations systems</p> | |

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| Skills | <ol style="list-style-type: none"> 1) Strong organizational and communication skills i.e. ability to communicate effectively in both written and verbally 2) Professional and confident telephone manner 3) Excellent communication skills in writing and orally at all levels 4) Ability to work under pressure while maintaining a positive professional attitude 5) Ability to work as part of a team 6) Ability to organize and prioritize workload and work on own initiative 7) Ability to take accurate messages, follow up where necessary 8) Ability to accurately input information on a database 9) Excellent attention to detail and problem-solving skills 10) Ability to operate, update and maintain accurate record on both information systems and hard copy | <ol style="list-style-type: none"> 1) Basic understanding of databases |
| Personal Qualities | <ol style="list-style-type: none"> 1) Flexible and willing to contribute to the success of the team 2) Reliable and punctual 3) Have excellent interpersonal skills and be able to communicate effectively with visitors and develop good working relations with staff | |
| Greensleeves Care Values | Ability to demonstrate understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their values. | |

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| | <ol style="list-style-type: none">1) Respect - You treat residents and colleagues with dignity and value their unique life experiences and personal contributions.2) Openness - You act openly and honestly, building confidence in our intentions and behavior. We choose words and actions that are sincere, not misleading.3) Responsibility - You are committed to meeting the needs of others and behave responsibility towards residents and colleagues, being careful of the choices we make. |
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