

CRITERIA	ESSENTIAL	DESIRABLE
Excellent communication skills, verbal and written	✓	
Excellent telephone manner and interpersonal skills	✓	
Ability to use and apply common sense to resolve situations	✓	
Calm, friendly and approachable manner	✓	
Experience in managing and updating database applications	✓	
Experience in producing statistical information	✓	
Flexible approach to work	✓	
Good timekeeping / attendance	✓	
Ability to use own initiative	✓	
IT literate with experience of using Microsoft Office (e.g. e-mail, Word, Excel)	✓	
Professional, enthusiastic manner together with a reliable and conscientious approach	✓	
Good general education with GCSE passes, or equivalent, in English and Maths	✓	
Team player, able to work well with others and supportive of company objectives	✓	
Experience of prioritising workload in order to meet deadlines	✓	
Previous administration experience	✓	
Experience of minuting meetings		✓
Ambition to build on administrative skills and to improve knowledge and experience through training and development opportunities made available	✓	