



Person Specification: Office Administrator	Essential (E) Desirable (D)	Demonstrated at: Application (A) Interview (I)
Skills, Experience and Knowledge		
Excellent administrative and ICT skills	E	A
Proven experience of using Microsoft Office (Word, Excel, PowerPoint and Outlook).	E	A/I
Good basic arithmetic skills	E	A/I
Excellent telephone manner	E	I
Full Driving Licence and use of a vehicle	D	A
Experience of various CRM systems	E	A
Experience of using financial systems such as Xero and Sage	D	A
Proven experience of working as an administrator with a significant level of responsibility.	E	A/I
Qualifications		
Educated to GCSE/ O Level with A* - C or equivalent in English and Maths.	E	A
Personal Attributes		
Ability to solve problems for yourself and to work without direction	E	A/I
A positive, enthusiastic and 'can do' approach to work	E	I
Ability to communicate well at all levels	E	I
Ability to prioritise and manage large workloads	E	I
Good time management	E	I
Ability to work in a fast paced environment	E	I
A team player who is outgoing, friendly approachable, flexible and enthusiastic	E	A/I
Strong interpersonal skills, tact, sensitivity and diplomacy	E	I
Understanding of the ethos, values and culture of Action4Youth	E	I
Demonstrate an awareness of equal opportunities	E	I