

## Assistant Allocations & Administration Officer - Person Specification

### **Experience:**

To have previous experience in a customer-facing role.

Ideally to have experience of dealing with customers appropriately during stressful situations.

To be confident and comfortable using a computer and programs such as Microsoft Office, Outlook, Word and Excel. Use of GHA's in house management system and portal is essential – full training will be provided.

### **Knowledge/skills:**

A keen interest in working with a wide variety of people and the ability to communicate effectively and clearly with others at all times whilst also keeping confidentiality when required.

Have the ability to prioritise own workload accordingly, use own initiative and have excellent organisational skills.

Good time management with the ability to meet set deadlines.

To have a common sense approach when dealing tactfully with difficult situations.

Paying attention to detail when carrying out administrative tasks

To be able to work calmly and efficiently.

A commitment to equal opportunities

To have confidence in putting forward any suggestions for improved working.

The ability to work as part of a close friendly team.

Enthusiastic and keen to learn whilst demonstrating a 'can do, positive' attitude.

An interest in assisting with GHA's social media and website.

The ability to present written information clearly and logically.

**Education & Qualifications:** A good level of education, primarily English and Math's.

Basic numeracy skills.

Comfortable and confident with the use of computers and IT

Preferred but not essential to have a full driving licence and use of a car or motorcycle.