

Personnel Specification – General Office Clerical Assistant

Range of Duties	Essential	Desirable	How Identified
Qualifications	Good working knowledge of Microsoft Office	Other ICT qualifications Knowledge of mail merge and Excel	Application form
Experience	Administrative experience in office or similar environment (at least 2 years)	Experience of working with young people Experience of dealing with the public (face to face and/or via the telephone) Experience of working with Bromcom Experience of working in school environment Experience of using management information systems, ideally within an educational setting.	Application form Interview Reference
Skills	ICT Skills – Word-processing Good literacy Good communication skills		Application form
Attitudes	Awareness of confidentiality issues Patience Able to work under pressure Confident in dealing with young people Flexibility Able to work on own initiative Teamwork Positive Outlook Resilience – physical & emotional		Interview Reference

	Empathetic		
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