

ADMINISTRATION MANAGER

PERSON SPECIFICATION

SKILLS	ESSENTIAL	DESIRABLE
Key Skills	<ul style="list-style-type: none">• Excellent communication skills at all levels• Excellent organisational skills• Good level of numeracy and literacy• Ability to prioritise and meet deadlines• Polite and efficient telephone manner	<ul style="list-style-type: none">• Previous experience in public service especially local government• Ability to negotiate
Education	<ul style="list-style-type: none">• GCSE English/Maths at grade C or above or equivalent relevant experience	<ul style="list-style-type: none">• Relevant qualification at A Level or equivalent relevant experience
Knowledge	<ul style="list-style-type: none">• Microsoft Office (Word, Outlook, Excel)	<ul style="list-style-type: none">• Knowledge of the RBS Booking system
Experience	<ul style="list-style-type: none">• Experience of working in a similar role• Experience of working with the public	<ul style="list-style-type: none">• Experience of delivering income targets• Previous supervisory experience
Personal Attributes	<ul style="list-style-type: none">• Flexible and adaptable attitude to work• Professional but friendly approach• Able to work as part of a team• Able to remain calm and courteous under pressure	