

| Person Specification: Office Administrator | | | |
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| ATTRIBUTES | ESSENTIAL | DESIRABLE | HOW IDENTIFIED |
| Work Experience | 2 years experience of working in an administrative role | Experience of working in the public or voluntary sector | Application form /Interview. |
| | Experience of providing a reception service in a busy and sometimes challenging environment | Experience of providing an administrative service remotely, e.g working from home | Application form /Interview. |
| Knowledge | Knowledge and understanding of issues relating to client confidentiality | Knowledge of the social housing sector | Application form/ Interview |
| Skills | Excellent organisational and time management skills with ability to prioritise and meet competing deadlines | | Application form /Interview/Assessment |
| | Ability to work independently using own initiative. | | Application form /Interview. |
| | Ability to develop and maintain effective management information and filing systems (hard copy, electronic, archive) | | Application form / interview. |
| | Competent in the use of ICT and Microsoft Office, in particular Word, Outlook and Excel | Able to do basic bookkeeping Able to create mailmerged documents | Application form /Interview/Assessment |
| | Ability to use and interrogate databases to accurately enter data and produce reports | | Application form /Interview/Assessment |

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| | Excellent written and verbal communication skills | Experience of using/posting on social media in a corporate capacity | Application form/Interview |
| | Strong literacy and numeracy skills. | | Application form. |
| Attitude | Commitment to working within Latch's Policies and Procedures. | | Application form /Interview. |
| | A strong commitment to Latch's aims, values and objectives | | Application form /Interview |
| | Treats all staff, visitors and people we work with, with dignity, compassion and respect and offers a polite, professional service to all. | | Application form /Interview. |
| | Willing to work as part of a team, bringing an open and supportive approach to the rest of the staff team | | Application form /Interview. |