
PERSONAL SKILLS & QUALIFICATIONS – National Portage Association Office Administrator

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE passes in Maths & English (or equivalent) 	<ul style="list-style-type: none"> • A recognised administration and/or ICT qualification
Experience	<ul style="list-style-type: none"> • Administration experience • Experience of using databases, electronic mailing systems, websites, social media. 	<ul style="list-style-type: none"> • Experience of lone working • Experience of managing a website and/or social media accounts. • Experience of working within a local authority, charity, or similar organisation.
Skills and abilities	<ul style="list-style-type: none"> • Proven administrative ability. • Ability to balance changing priorities. • Excellent interpersonal and organisational skills • High level of computer skills • Confident telephone manner • High level of written and spoken communication skills. • Ability to work to deadlines. • Ability to work on a regular basis without supervision and provide support remotely 	<ul style="list-style-type: none"> • Ability to develop and maintain databases. • Ability to work from home in exceptional circumstances
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of ICT • Knowledge of office systems and practice 	<ul style="list-style-type: none"> • Some knowledge, understanding and/or empathy of SEND
Behaviours	<ul style="list-style-type: none"> • “Solution Focussed’ attitude and approach to problem solving. • Proactive approach and ability to use initiative. • Understanding of the need for confidentiality • Ability to prioritise workload. • Ability to work as part of a team of 3 part time staff meaning some hours will be worked alone each week. • Professional approach to all areas of office practice • Willingness to undertake any required training 	
