

<b>Post Title</b>	<b>Admin Assistant – Lettings</b>
<b>Division</b>	<b>Business Development</b>
<b>Section</b>	<b>Business Support</b>
<b>Location</b>	<b>Company HQ</b>

\* Candidate's suitability will be measured by assessment in the following ways;

**A** – Application: **I** – Interview: **R** – References: **X** - Interview Exercise(s)

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Experience of</b>			
1 Administrative experience	X		A I
2 Customer Services	X		A I
3 Working with Microsoft packages including Word, Access and particularly Excel	X		A I
4 Working with financial software packages		X	A I
5 Supervision of staff		X	A I
<b>Skills, Abilities and Knowledge (general)</b>			
6 Sport and Leisure industry		X	A I
7 Organisational skills	X		A I
8 Positive attitude to delivering a high level of customer care	X		A I
9 Ability to work with competing deadlines and tight timescales	X		A I
<b>Interpersonal &amp; social skills</b>			
10 Excellent communication skills (verbal, non-verbal and listening)	X		I R
11 Confident and able to deal appropriately with a range of audiences	X		A I R
12 Enthusiastic		X	A I R
13 Working in a team environment	X		A I
14 Positive (can do) attitude	X		A I
15 Able to influence and persuade	X		A I
16 Collaborative approach	X		A I
17 Ability to adapt	X		I R

<b>Education, Qualification &amp; Training</b>			
18	Educated to Standard Grade or equivalent	X	A
19	Hold or be working towards the European Computer Driving Licence (ECDL) or similar		X A
<b>Other</b>			
20	Continuous personal development		

<b>Prepared by</b>	Val Mackie
<b>Designation</b>	Senior Business Services Manager
<b>Date</b>	October 2017