

PERSON SPECIFICATION

POST: ADMINISTRATOR RETAIL

Please ensure that you show how you meet the following requirements when completing your application form.

ESSENTIAL REQUIREMENTS

QUALIFICATIONS/EXPERIENCE

- A Level 2 or Level 3 Diploma in Business Administration or relevant field and/or equivalent work-based experience in an office environment.

SKILLS

- Ability to maintain systems that support operational activities and that are linked to customer focused service delivery.
- Computer proficiency particularly in working with Windows, Microsoft Office, and in-house computer-based systems.

ABILITIES

- Knowledge and experience of working with electronic systems that support service delivery.
- Accuracy and attention to detail in written and electronic communications.
- Good verbal communication and interpersonal skills.
- Ability to prioritise own workload.
- Ability to identify potential improvements to processes and documentation and their implementation.
- Ability to resolve matters arising in a calm and professional manner.
- Ability to ensure that the highest standards of quality & customer care are achieved and demonstrated through administration systems.
- Ability to seek out opportunities for continuous improvement and change.

PERSONAL EXPERIENCE

- Experience of being part of a team in a customer-facing environment, with an emphasis on excellent customer service.

- Good time management, prioritisation, and organisational skills.

OTHER SPECIFIC REQUIREMENTS

- Commitment to and understanding of personal responsibilities with regards to Health and Safety and Data Protection requirements.
- Ability to maintain strict confidentiality at all times.
- Knowledge of Equality & Diversity issues and other relevant legislation in regard to self and colleagues.
- A commitment to all work-related training as required.