



## ADMINISTRATOR / CLERICAL WORK

### About office work

Work in a modern office environment is very often about working with and supporting a team, and in general you will find the sort of work you are involved in contributes to the wider success of that team in some way. The sort of tasks you can get involved in may vary considerably. However it is likely that you will be working to goals and objectives, and you will be expected to deliver to a minimum require standard, and on time.

### Overview of the job

There are almost as many variations on the role of administrator as there are administration jobs! That being said there are most definitely things you will need to be aware of when you take up a role such as this.

You will frequently be working to deadlines, and your ability and willingness to meet those can directly affect the ability of others to do their jobs effectively. Typically an office environment uses technology, so you should be able to use (or learn) popular software applications, such as email, Word and Excel. Telephone work is often an important part of the job as well, so you should be able to demonstrate effective customer service skills.

### Person Specification

To work in an office/administration environment you should be able to demonstrate a number of key attributes and skills, including:

- Some knowledge of basic ICT (Microsoft is the most popular application suite in most offices)
- Effective written and spoken communication skills
- A team player able to establish effective working relationships with co-workers
- Able to work on own initiative if required to do so
- Flexible and adaptable – able to respond quickly to constantly changing demands and needs
- Committed and reliable – people will depend on you to be there
- Ability to cope under pressure
- Good organisational and planning skills

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## **Qualifications**

The qualifications demanded will vary with the job. However, if you can show suitable NVQs or other similar qualifications in areas such as:

- business studies
- ICT (or specific programmes such as Word, Excel)
- office management
- PA/secretarial

these may be advantageous. If you have more specific qualifications such as medical or legal receptionist skills, these can also be very useful.

You will be expected to produce 2 professional references as a minimum, from an employer, suitably qualified colleague or your last educational establishment. You may be required to undertake a CRB check.