Person Specification



Post: Administration Officer		Date Updated: 18th June 2019
	Essential Criteria	Desirable Criteria
A. Qualifications and Experience	Minimum of 2 years' experience of working in an administrative role. Excellent computer skills especially in Microsoft Excel and Outlook, and proven ability to adapt to changing computer technology. Speak and write English fluently	Three years' experience of working in an administrative role. Experience of working in a health care setting Full Clean Drivers Licence ECDL or similar
B. Organisational and Professional Knowledge	Broad knowledge of Enable Ireland. Knowledge of the ethos, values and model of working within Enable Ireland. Have knowledge of the health and safety act. Demonstrate the ability to multitask and coordinate tasks.	Knowledge of New directions and their implementation. Experience using database systems. Good knowledge of relevant legislation e.g. FOI, GDPR, protection of vulnerable adults. Knowledge and understanding of current issues in the field of disability services.
C. Core Competencies D. Communication	 Communicates effectively and appropriately with the Service Manager and all other Enable Ireland 	

	colleagues, individuals receiving a service and external parties.	
	 Uses appropriate language verbal and written communication skills when acting on behalf of the service. 	
	Excellent interpersonal and communication skills (both verbal and written) and demonstrable ability to effectively communicate and build positive relationships with all stakeholders.	Experience of GDPR requirements
E. Confidentiality	 Demonstrate the ability to maintain confidentiality at all times. 	
	 Understand the importance of dealing with confidential documentation. 	
F. Professional	 Ability to respond in a professional way to complaints. 	
Expertise	 Ability to work flexibly if required for the role. 	
	 Management of schedules/diaries for the manager and team members. 	
	Demonstrate excellent ability to work as a member of the team.	
	 Personal Integrity and trustworthiness. 	

	 Demonstrate flexibility. Works to the highest ethical standards and strives to maintain high standards in the delivery of the service provided. Ability to maintain composure in difficult or challenging situations. Sensitive to the issues experienced by people with physical disabilities. 	
Special Aptitudes	 Ability to transfer skills to other various task assigned as need arise Good interpersonal skill Attention to detail Proficiency in English written and spoken Flexibility 	Familiar in use of a quality system in previous employment