

Personal criteria – Administrative Assistant

Essential

- a) Experience of administrative work in a busy office environment
- b) Excellent communication skills; both written and verbal
- c) Experience and understanding of the issues involved in working with clients on the telephone and face to face. Skills in identifying client issues and taking information from clients effectively.
- d) Ability and experience to use IT systems and packages, and electronic resources. Experience in using Microsoft products including Outlook, Word and Excel.
- e) Experience of managing time and workload against competing priorities and the ability to work to deadlines.
- f) Ability to use initiative and work alone where necessary
- g) A commitment to equality and the skills to engage, communicate and work with a wide range of people from different backgrounds and with a range of abilities
- h) Understanding of the not-for-profit legal sector and commitment to the aims and ethos of KCALC

Desirable

- a) Experience of working in a legal setting
- b) Experience of using a case management system
- c) Experience of working with people who are vulnerable