

EU Settlement Scheme Administrator

Person specification

1. Ability to provide administrative support and to maintain office systems for which good general office skills are essential
2. Ability to commit to and work within the aims, principles and policies of the Citizens Advice service
3. Ability to monitor and maintain own standards
4. Ability to plan and organise own work to meet deadlines under pressure
5. Ability to work on own initiative and as part of a team
6. Good verbal communication skills, including the ability to deal appropriately with a range of people both face-to-face and by telephone
7. Ability to write clearly and accurately, including drafting routine correspondence
8. Good IT skills; including a working knowledge of creating and using complex spreadsheets and word documents and helping colleagues with adapting, maintaining and using spreadsheets
9. Ability to support the delivery of change management
10. Ability to research, analyse and interpret information
11. Ability to minute meetings as and when required
12. A willingness to learn and become a flexible and effective team member.