

PERSON SPECIFICATION – Personal Assistant/Case Administrator

Criteria	Essential	Desirable	How Assessed
Qualifications/Training	<ul style="list-style-type: none"> GCSE Grade 9-4 (A-C in English) 	<ul style="list-style-type: none"> Recognised Microsoft Office qualification Level 2 Diploma in Business Administration or Business Support Recognised typing or word processing qualification to level 2 	C.V. Cover Letter
Experience	<ul style="list-style-type: none"> Strong administrative experience, ideally within a legal or professional services environment Confidence using case management systems, document management systems and online portals Experience dealing with clients by telephone and email 	<ul style="list-style-type: none"> Experience in immigration or another legal practice area Familiarity with digital filing systems and document naming conventions Experience working to deadlines in a regulated environment 	C.V. Interview

Skills/Abilities/Knowledge	<ul style="list-style-type: none"> • Ability to use computer packages to a good standard • Good written and spoken communication skills • Ability to manage multiple tasks and prioritise effectively 	<ul style="list-style-type: none"> • Knowledge and understanding of our ethos • Active interest in what we do and how we do it 	C.V. Interview
Aptitude/Personal Qualities	<ul style="list-style-type: none"> • High level of organisation and attention to detail • Methodical and accurate • Calm and professional with clients • Proactive and able to use initiative • Team-focused, with a willingness to support others 		C.V. Interview