

## **PERSON SPECIFICATION – Personal Assistant (Court of Protection & Mental Health)**

### **Qualifications / Training**

#### **Essential**

- Proficient in Microsoft Office (Outlook, Word, Excel)
- Experience using digital systems for communication and document management
- Strong literacy and numeracy skills
- Confident and accurate typing skills

#### **Desirable**

- Recognised qualification in Business Administration, Secretarial or Office Skills (Level 2 or above)
- Formal Microsoft Office or IT qualification
- Training in case management systems or document management platforms

#### **Assessment Method**

C.V. | Cover Letter

### **Experience**

#### **Essential**

- Proven experience in an administrative or Personal Assistant role
- Managing high-volume email inboxes, including prioritisation, flagging and responding appropriately
- Coordinating complex diaries, arranging meetings, appointments and deadlines
- Maintaining organised and accessible filing systems (both digital and paper-based)
- Professional and confident telephone and client communication skills

#### **Desirable**

- Experience in a legal environment
- Experience working in Court of Protection and/or Mental Health law
- Familiarity with Legal Aid processes
- Experience using case management systems
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#### **Assessment Method**

C.V. | Interview

### **Skills / Abilities / Knowledge**

#### **Essential**

- Use of Outlook for:
  - Inbox management and prioritisation

- Diary scheduling and coordination
- Task tracking and reminders
  
- Strong organisational skills with the ability to manage multiple priorities and deadlines
- High level of accuracy and attention to detail
- Excellent written and verbal communication skills
- Ability to work independently and use initiative to resolve issues
- Strong teamwork skills and ability to support multiple fee earners
- Ability to handle confidential and sensitive information appropriately

#### **Desirable**

- Knowledge of legal procedures and documentation
- Understanding of document management systems and secure data handling
- Awareness of compliance and record-keeping requirements in a legal setting

#### **Assessment Method**

C.V. | Interview

#### **Aptitude / Personal Qualities**

##### **Essential**

- Highly organised, methodical and proactive approach to work
- Ability to remain calm and efficient under pressure
- Professional, approachable and client-focused manner
- Flexible and adaptable to changing priorities
- Strong sense of responsibility and accountability
- Willingness to embrace new systems and ways of working

##### **Desirable**

- Positive and solutions-focused mindset
- Commitment to continuous improvement and learning

#### **Assessment Method**

C.V. | Interview