



Administration

skills and qualities

Administration means providing support internally or externally and ensuring that they are satisfied in the service. Administrative roles often involve working with information and ensuring that policies and procedures for health, safety and office etiquette are followed.

Qualities of a good administrator are:

- * Organising activities in a timely fashion (time management)
- * Prioritising workload
- * Dealing with conflicting priorities
- * Supporting and being supported by a team
- * Communicating effectively face to face and on the phone

Specialist Skills and qualities for a role in administration are:

- * Working with a range of clients and suppliers
- * Communicating effectively in writing and through IT applications
- * Knowing and following processes and procedures
- * Ensuring security of information
- * Handling and presenting information appropriately
- * Commitment to health and safety policies and procedures
- * Commitment to delivering a high quality service
- * Taking initiative for one's own development

Through a volunteering role in administration, one can expect to gain following transferable skills:

- * Commitment and motivation
- * Interpersonal skills (can you relate with others to form good working relationships?)
- * Effective communication
- * Decision-making abilities
- * Time management
- * Willingness to accept responsibility.