



PERSON SPECIFICATION

Post: Administration Assistant **Date Updated:** May 2026

	Essential Criteria	Desirable Criteria
Qualifications and Experience	• A minimum of 2 years relevant reception/secretarial/administrative experience • A relevant secretarial/business or IT studies qualification. • Excellent IT skills, including extensive use of and proficiency in the MS Office Suite. • Experience of working with a database software system. • Fluent in both spoken and written English	• Experience of working at reception/switchboard • Experience of working in a health care setting • Full clean drivers licence
Organisational and Professional Knowledge	• Knowledge of a hospital/clinical/medical/Disability environment • Broad Knowledge of Enable Ireland and its work • Knowledge of the ethos, values and model of working within Enable Ireland. • Demonstrate the ability to multitask and coordinate tasks • Knowledge of the ethos, values and model of working within Enable Ireland	• Experience using database systems. • Good knowledge of relevant Legislation e.g. FOI, GDPR etc. • Knowledge and understanding of current issues in the field of disability services • Understanding of Enable Ireland's partnership with the HSE
Core Competencies Communication	• Communicates effectively and appropriately with the Service Manager and all other Enable Ireland colleagues, individuals receiving a service and external parties. • Display excellent interpersonal skills and demonstrate ability to effectively communicate and build positive relationships with all stakeholders • Disseminate information appropriately in a clear manner • Demonstrate the ability to multitask and coordinate tasks	• Experience dealing with customer complaints

Confidentiality	• Exhibit personal integrity and trustworthiness • Demonstrate a work ethic of the highest standards and strives to maintain high standards in the delivery of the service provided at all times	
Professional expertise	• Shows ability to maintain composure in difficulty or challenging situations and to respond effectively when required to work to tight deadlines. • Sensitive to the issues experienced by our service users • Demonstrate an awareness of resource management • Ability to coordinate workload within a team • Excellent organisational time management skills • Experience of compiling and analysing service statistics • Proven ability to meet deadlines • Understands the importance of policies and procedures and the implication of same	
Special Aptitudes	• Ability to transfer skills to other various tasks assigned as the need arises • Excellent attention to detail • Demonstrate a proactive approach to overall performance • Exhibit excellent problem solving and judgement skills • Has ability to work on their own initiative • Possess a positive, helpful, cheerful attitude and an approachable manner	• Familiar in use of a quality system in previous employment