

BELLAHOUSTON ACADEMY

Core Notes and Challenges

N4/5 Administration and IT



Administrative Practices

HOW TO USE YOUR WORKBOOK

This workbook consists of a variety of core notes and tasks to help you consolidate the work you have learned in lessons.

It is made of a variety of tasks - each will have its own unique icon to help you see what has to be achieved:

Icon



Activity

I am a Written Task - use jotters/WP

I am an ICT Task

I am a Creative Task

I can work with others to complete this task

This is where I can find more information to help me complete my work

KEYWORDS

I am important words which I must know the definition of in order for me to fully understand this piece of work.

These are words you should be comfortable with to complete your assessed work

PART 1

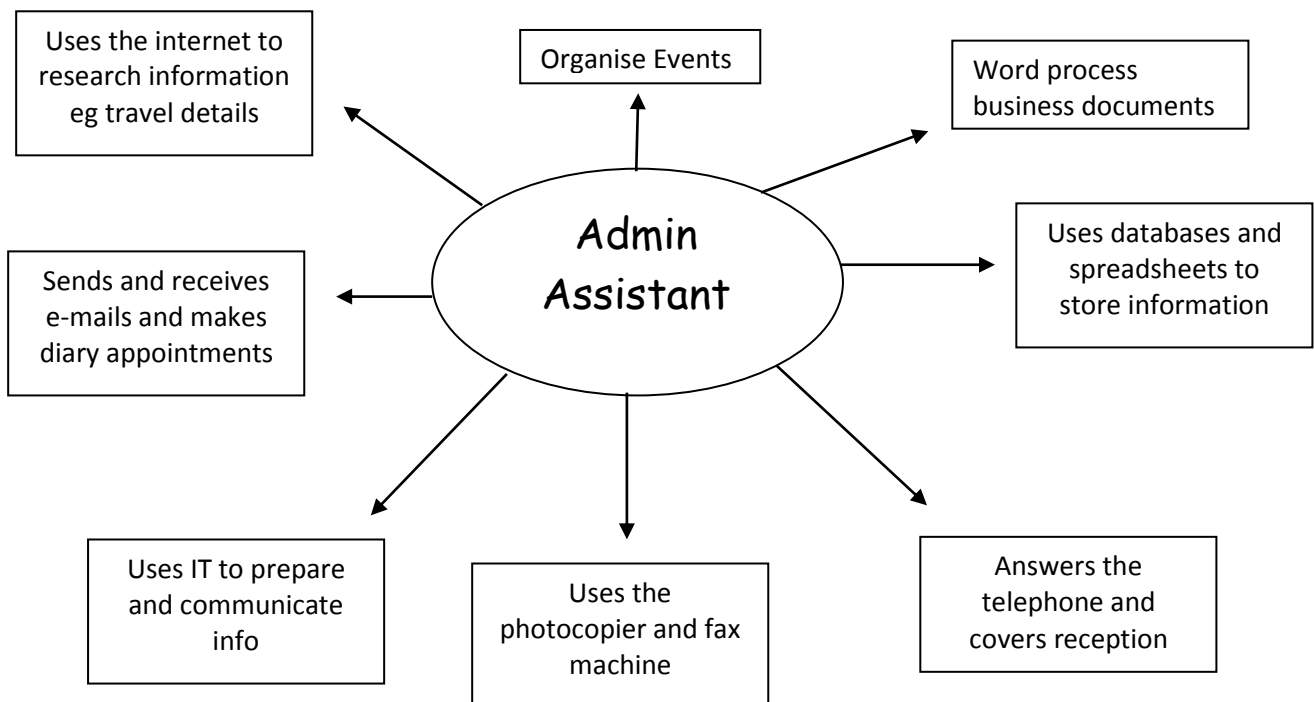


The Tasks/Skills/Qualities of an Admin Assistant

Administration helps any organisation run efficiently and in an organised way. The role of an admin assistant is therefore very important!

An admin assistant will be required to fulfil a range of general administrative duties which include receiving and sending e-mail, answering telephone enquiries, maintaining records, and so on. The range of tasks will depend on the size and type of organisation. For example, in a small organisation the admin assistant may be required to 'cover' reception, distribute mail etc, whereas a large organisation will have specialist staff and departments to carry out these tasks.

The following diagram illustrates some of the tasks that may be expected of an administrative assistant.



Skills and Qualities

A **skill** is *the ability to do something well* either through practice or by gaining knowledge in that skill, for example IT.

An admin assistant may have gained skills in customer care or customer service, this means they know how to treat customers well. Other skills could include literacy skills, numeracy, communication etc.

A **quality** describes the *type of person* the job applicant is, for example.

- if they are organised
- if they can use their own initiative
- if they are dependable and reliable
- if they are patient and calm

Finding the right person for the job

When an organisation is looking to appoint a new member of staff, they will draw up a **job description** and **person specification**.

Look on the next page to see an example of a person specification...

ADMINISTRATION ASSISTANT Person Specification

	Essential	Desirable
<u>Skills, Knowledge and Abilities</u>	<p>Ability to accurately key in data</p> <p>Ability to create and edit word-processed documents</p> <p>Ability to create and edit spreadsheets</p> <p>Confidence in using e-mail and Internet</p> <p>Ability to process various business documents</p> <p>Ability to make travel arrangements</p>	<p>Ability to create and edit databases</p> <p>Knowledge of prioritising Workloads in order to meet deadlines</p> <p>Ability to learn IT skills quickly</p>
<u>Qualifications</u>	<p>National 5 Administration & IT</p> <p>NQC Level 1, NC or equivalent</p>	<p>National 4 English</p> <p>National 4 Maths</p>
<u>Experience</u>		<p>Previous administrative experience at an intermediate level</p>
<u>Personal Qualities</u>	<p>Excellent verbal and written skills</p> <p>Communication skills (including good telephone manner)</p> <p>Ability to follow verbal and written instructions</p> <p>Willingness to undertake training to develop new/existing skills</p>	<p>Good organisational skills</p> <p>Good time management skills</p>

Challenge 1



Read the newspaper advert opposite and note down all the activities you can find that an Admin Assistant would undertake.

Administration Assistant

Full Time, Permanent

£13,687-£14,856 per year

We are looking for an Admin Assistant to work in our busy department. This post is primarily to deal with a range of services including contacting clients, and staff therefore good communication skills are important. Other duties may include, answering the telephone, reprographics and preparing and replying to emails.

Additionally your duty will be to support the other departments in the organisation through word processing business documents, maintaining customer and supplier records, dealing with mail, filing, petty cash and covering reception.

The successful candidate should be able to use IT packages confidently, particularly Microsoft Word, Access and Excel. Knowledge of how to use the Internet for business purposes would also be useful.

Due to the busy nature of our organisation, planning and organisational skills are vital.

If you are interested in the above post please contact contact Mrs T Towil on 0164 485659 or via email a ttowil@myorg.co.uk.

REMEMBER:

Tasks and **skills** are the roles, responsibilities or duties involved in their job. These are things which the administrative assistant physically does in their day-to-day job, eg filing.

Qualities are attributes of someone's personality. This is the type of person you would like the administrative assistant to be, eg polite.



Using the activities you identified from the newspaper advert above, discuss with a partner whether each of these are **qualities** or **skills/tasks**.

Job description

More details relating to a specific job are usually found in a job description. A job description sets out some background to the post, the duties associated with the post, the post holder's responsibilities and who their line manager is. It also includes details such as hours of work, salary and holiday entitlement.

Person specification

A person specification is a document which shows the type of person required to do the job successfully. It highlights the skills, qualifications, experience and personal qualities required from a suitable candidate.

Challenge 2



WATCH IT!

<http://www.youtube.com/watch?v=NGmxgQzwZ-8>

View the video clip which outlines the daily duties of an Admin Assistant and answer the following questions:

1. How often does the admin assistant check her e-mail and why?
2. How does the admin assistant categorise her e-mails?
3. Give one example of what the admin assistant uses her calendar (Outlook) for?
4. What software does the admin assistant use to keep track of statistics and run various reports?
5. State three other duties the admin assistant may carry out.
6. Why should files (both manual and computerised) be kept organised?

Challenge 3



Create a:

Job Description

for an Admin Assistant

Hint: Use the internet to research information on Admin Assistant vacancies to help you create this.

You can also use the Leckie and Leckie books to help with layout



Finished?

Log on to:

<https://www.myjobscotland.gov.uk>

and search for any jobs which you may be interested in pursuing a career in.

See if you can find the job description and/or person specification and take down some notes on your findings. (Eg on the skills/qualities required for the job, salary, working hours and location.)

Challenge 4



In a small group create a **training video** showing:

- what makes a good administrator?

HINT: Create a script first which will show the skills/qualities and duties required of an admin assistant.

You can use Serif Movie Plus/Moviemaker to edit the clip!

Test Your Learning! - Summary Questions

1. Define the following terms;
 - a. Skills
 - b. Qualities
2. Identify 2 skills and 2 qualities which are looked for in an administrative assistant. **NATIONAL 5: Describe what you mean by each of the 2 skills and 2 qualities.**
3. Describe a job description and give an example of one detail which would be found in this document.
4. Describe a person specification and give an example of one detail which would be found in this document.

Finished? You are ready to be assessed on skills/qualities of an Admin Assistant!

Open the file in PUPILS → 2010\Bus Ed\N4 5 Admin (2013-14)\Admin Practices (THEORY)\Assessments → Open either the N4 or N5 folder – there is a file for instructions and a file to open to edit and print




KEYWORDS

- **Skills**
- **Qualities**
- **Job Description**
- **Person Specification**

checklist

FILL OUT THE CHECKLIST TO SEE HOW CONFIDENT YOU ARE IN
YOUR LEARNING

AP Part 1: Tasks, skills and qualities of an Administrative Assistant

Tasks, skills and qualities of an Administrative Assistant	Skills, Knowledge and Understanding	Strength 		Weakness 	Next Steps
	<i>I understand the tasks/duties of an admin assistant</i>				
	<i>I understand what a job description is and why it is used</i>				
	<i>I understand the skills required of an admin assistant</i>				
	<i>I understand the qualities required of an admin assistant</i>				
	<i>I understand what a person specification is and why it is used</i>				