

Entry requirements, skills and interests (administrative management)

You could enter through an apprenticeship, work your way up from a business administration role, or with relevant experience from another sector

Entry requirements

There are a variety of entry routes into a career in administrative management. The following are general entry requirements. For specific entry requirements check the person specification for individual job vacancies.

- [With moderate to high grade GCSEs and/or work experience](#)
- [With A levels/equivalent](#)
- [If you already have management experience](#)

With moderate to high grade GCSEs and/or work experience

You can join the NHS at an administrative level and work your way up through supervisory roles into management, supported by in-house and external training schemes. For most junior positions, you will need 4 or 5 [GCSEs at Grades A-C](#) ^[1] or equivalent. Employers may also consider applicants with fewer formal qualifications if they can demonstrate they have the right skills, for example, previous clerical experience. There are sometimes opportunities to enter through an [apprenticeship](#) ^[2] in a relevant area such as business administration.

With A levels/equivalent

If you have 2 or 3 A-levels or equivalent vocational qualifications (eg in business administration) you may be able to start at a higher administrative grade, leading to a supervisory role and then into management. Internal and external training schemes will assist your progress and enable you to apply your academic skills to work situations. Previous work experience can be an advantage. There are sometimes [higher apprenticeships](#) ^[2] available.

If you already have management experience

We welcome applications from people who have already built up experience of administration management in the private sector or in other public or voluntary organisations. You can often join at a level corresponding to your skills and expertise. Some managers are recruited directly

for specific positions.

The skills and qualifications needed vary according to the type of post.

Find out more about the training you'll receive for a career in administrative management [3].

• **Skills, qualities and interests needed**

For a career in administration services management, you'll need a variety of skills and qualities, typically including:

- excellent organisational skills
- good communication skills
- leadership skills
- ability to work to strict deadlines
- a willingness to work with others and respect their views
- confidence with numbers
- confidence with information technology
- the ability to challenge the way things are and find better alternatives
- honesty and fairness in dealing with other people
- a commitment to the ideals of quality and fairness in delivering healthcare.

If you're applying for a role either directly in the NHS or in an organisation that provides NHS services you'll be asked to show how you think the NHS values apply in your everyday work.

The NHS values form a key part of the NHS Constitution [4].

Find out more about the NHS Constitution [5]

• **Example requirements for specific roles**

Here are examples of the requirements for some specific roles.

- Administration manager
- Office manager

Administration manager

You would need experience in a senior PA or office manager role, preferably within the NHS or public sector. You'd also need to hold a first level management qualification and proven skills in customer care or administration. Other skills needed would include advanced IT skills, written and oral communication skills, and effective leadership and organisational abilities.

Office manager

For this sort of post you'd need a degree or equivalent level of experience; a qualification in information technology; experience of establishing and managing administrative systems; experience of organizing events/meetings; experience of Microsoft office packages (Word, Excel, Access etc.); excellent communication skills (both verbal and written); accurate data entry skills and the ability to take formal and accurate minutes at meetings.

Source URL:<https://www.healthcareers.nhs.uk/explore-roles/management/roles-management/operational-management/administrative-management/entry-requirements-skills-and-interests-administrative>

Links

[1] https://www.healthcareers.nhs.uk/glossary#GCSEs_at_grades_A-C [2] <https://www.healthcareers.nhs.uk/i-am/secondary-school-or-fe-college/apprenticeships-traineeships-and-cadet-schemes> [3] <https://www.healthcareers.nhs.uk/explore-roles/operational-management/administrative-management/training-and-development> [4] https://www.healthcareers.nhs.uk/glossary#NHS_Constitution [5] <https://www.healthcareers.nhs.uk/about/working-health/nhs-constitution>