



## PERSON SPECIFICATION

POST: C&R Administrator                      DATE: September 2020			
1.0	Education and Experience	Essential	Desirable
1.1	A minimum of three years recent, direct experience of working in a busy office in a customer focused/service role.	*	
1.2	SVQ Level 3 /HNC in Business Administration or equivalent qualification, or qualified by significant relevant experience.	*	
1.3	Experience of prioritising and diary management of a busy workload to ensure delivery to schedule/demand.	*	
1.4	Experience of financial administration e.g. petty cash management, cash handling and card payment systems e.g. Worldpay		*
2.0	Knowledge, Skills and Abilities	Essential	Desirable
2.1	Strong telephone and face to face communication skills.	*	
2.2	Be computer literate with strong working knowledge of Microsoft windows based programmes and proficient word processing skills.	*	
2.3	Ability to plan and manage own work and meet deadlines.	*	
2.4	Ability to work independently and use initiative when required and to work collaboratively as part of a small team.	*	
2.5	Ability to work under pressure and to ensure that you meet your own and other team deadlines are met.	*	
2.6	Experience of negotiating and planning with customers, staff from other agencies and contractors to facilitate work being undertaken.	*	
2.7	Knowledge of issues affecting older people, people with	*	

	disabilities and their carers and the challenges this can present for them.		
2.8	A well organised person, able to work on their own initiative as well as part of a team.	*	
2.9	An understanding of confidentiality issues and GDPR.	*	
2.10	Excellent interpersonal skills, the ability to build a rapport with customers, respond to their varied needs and to develop positive working relationships with internal and external colleagues.	*	
2.11	Experience of working as a volunteer or with volunteers.		*
2.12	Minority ethnic language skills e.g. Punjabi, Urdu, Arabic etc.		*
3.0	<b>Values</b>	<b>Essential</b>	<b>Desirable</b>
3.1	A person centred approach to service delivery.	*	
3.2	Commitment to Diversity and Equal Opportunities.	*	