

HELENSBURGH AND LOMOND CARERS SCIO

**OFFICE ADMINISTRATOR
PERSON SPECIFICATION**

Education, Training and Qualifications	Essential/ Desirable	Evidence
A good standard of general education	Essential	Application form
A qualification or clear evidence of training in computing and social media	Essential	Application form and examination of qualifications
Knowledge, Skills and Experience		
Experience and skills in all aspects of office administration.	Essential	Application form, interview and references.
Experience of producing written materials, e.g. reports, spreadsheets, letters, invoices etc. to a high standard.	Essential	Application form, interview and references
Experience of setting up and maintaining record-keeping systems, including gathering, checking and inputting information.	Essential	Application form, interview and references
IT literate with experience of preparing website and social media content using Canva software and be proficient in the use of Microsoft Office 365 Pro.	Essential	Application form and typing test.
Experience of maintaining confidential electronic filing systems and data bases.	Desirable	Application form
Experience of working as part of a small team where a flexible/adaptable approach was required in order to meet the overall demands.	Essential	Application form and interview
Experience of organising and administering own workload, with an ability to prioritise and meet deadlines.	Essential	Application form and interview
Sound listening and interpersonal skills, with the ability to communicate effectively.	Essential	Application form and interview
Ability to build productive and effective relationships	Essential	Application form

with the Charity's trustees, staff and volunteers and engage with partner organisations to help achieve the aims and objectives.		and interview
Able to maintain confidentiality and work professionally.	Essential	Application form and references
Willingness to work flexibly in response to changing organisational requirements.	Essential	Application form, interview and references
Experience of working in a charity or voluntary group (paid or voluntary).	Desirable	Application form and interview
General understanding of the challenges faced by unpaid carers.	Desirable	Application form and interview
Knowledge and understanding of data Protection.	Desirable	Application form and Interview
Personal Qualities/Attributes		
Self confident and able to act on own initiative.	Essential	Application form, interview and references
Able to work effectively under pressure, meet tight deadlines, prioritise and pay attention to detail.	Essential	Application form, interview and references
Understanding of and empathy with the Charity's aims and values.	Essential	Interview and Presentation
Self- motivated, enthusiastic, approachable, committed with a 'can-do' attitude.	Essential	Interview, references and Presentation
Willingness to attend training courses and events to assist their personal development and improve service delivery.	Essential	Interview
A confident and professional telephone manner.	Essential	Interview

Additional Contractual Obligations		
All applicants must be a British citizen, a member of the EU or other States in the EEA, a Commonwealth citizen or a foreign national free of restrictions. You should also have been resident in the UK for a minimum of three years immediately prior to application (exceptions may apply.)	Essential	Application form and interview
Willing to be trained and act as a First Aider for the Carers Centre	Essential	Application form and interview