**Changes**

**Person Specification: Administrator**

*Updated June 2022*

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| Area | Essential  | Desirable |
| Qualifications  |  | * Mental Health or other related qualification
* Administration or Business-related qualification / certification
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| Experience / Knowledge | * Experience in general administration
* Track record of effective record keeping and using online systems
 | * Experience working within a community setting or in the third sector
* Knowledge of and commitment to mental health service delivery via a community development approach
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| IT and systems | * High level of IT literacy (including the Microsoft suite)
* Competent in use of Excel
* Experience of setting up and using Microsoft Teams, Zoom (or similar)
* Understanding of GDPR
* Understanding and commitment to cyber security
 | * Experience using Client Resource Management (CRM) systems
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| Skills and Values | * Commitment to teamwork including active participation in team meetings, discussions and developments
* Strong organisational and time management skills
* Strong attention to detail, accuracy & professionalism
* Strong communication skills (written and verbal)
* Ability to work well independently, take initiative and prioritise workload
* Commitment to Changes values of compassion, welcoming and community and drive to ensure these are embodied within teamwork and service provision
* Commitment to, and experience of, promoting equality, diversity and anti-discriminatory practice
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| Practical Requirements  | * Available to work onsite one evening per week
* PVG check for vulnerable adults will be carried out
* Committed to undertaking ongoing professional training and development as required
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