**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 |
| 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 |
| 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 |
| 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 |  |
| 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 |  |