**CEA Administrator Job Specification**

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| **Criteria** | **Essential** | **Desirable** |
| Previous admin experience in a fast-paced office environment | ✔️ |  |
| Confident in call handling, scheduling, and data input | ✔️ |  |
| High level of accuracy and attention to detail | ✔️ |  |
| Experience using Microsoft Office: Word, Excel, Publisher, Outlook | ✔️ |  |
| Experience minute-taking and producing clear written records | ✔️ |  |
| Familiarity with social media platforms | ✔️ |  |
| Experience using CRM or case management systems (e.g. Oasis) |  | ✔️ |
| Ability to maintain confidentiality and uphold safeguarding standards | ✔️ |  |
| Organisational skills, time management, and ability to prioritise tasks | ✔️ |  |
| Excellent verbal and written communication skills | ✔️ |  |
| A team player with a proactive and flexible approach | ✔️ |  |
| Willingness to participate in training and development | ✔️ |  |
| Experience working in a trauma-informed environment or support service |  | ✔️ |