



PERSON SPECIFICATION:

ADMINISTRATION & CENTRE ASSISTANT – Bradbury Centre

Candidates will be expected to demonstrate how well they meet the criteria set out in this specification. The recruitment panel will be assessing throughout the course of the recruitment process the extent to which you meet each point of the Person Specification. It is therefore important that you demonstrate this clearly **in the box provided on the application form or on a separate sheet of paper.**

Education/qualifications

- 1 Minimum 5 GCSEs or equivalent.
- 2 Experience in a secretarial or office administrative role.
- 3 Vocational training or experience in a customer services environment and of dealing with the public by phone and face to face.

Skills and Abilities

- 4 Communication skills: the ability to communicate clearly both on the phone and face to face; the capacity to listen effectively and respond sensitively.
- 5 Interpersonal skills: the ability to relate to colleagues, professional contacts and members of the public at all levels.
- 6 Literacy and numeracy skills, in particular the ability to write good, clear English and to compose own correspondence.
- 7 Accuracy and attention to detail: the habit of checking own work for accuracy and presentation standards; accurate keyboard skills, the ability to identify mistakes in numerical data.
- 8 Sound computer skills and knowledge of IT systems (Microsoft), specifically word processing, spreadsheets, databases and email. Aptitude and ability to trouble-shoot computer problems and act as administrator for peer-to-peer network, or willingness to train.
- 9 Ability to use Microsoft software programmes to produce posters, leaflets etc to publicise the Centre.
- 10 Good organisational abilities. The ability to multi-task and resolve conflicting work priorities; the ability to plan and schedule own work to meet deadlines.
- 11 Initiative: the capacity to work with minimum supervision and to be pro-active in problem solving.
- 12 Team working: the ability to work enthusiastically and cooperatively with others.
- 13 High level of personal integrity and commitment to the aims and values of Age Concern. The ability to maintain confidentiality.

Knowledge and Awareness

- 13 Understanding of stock control and ordering.
- 14 Awareness of the needs of older people.
- 15 Understanding of equal opportunities.

Other desirable requirements

- 16 Able to work occasional evenings and weekends and extra hours, if necessary, to cover in the absence of other team members.
- 17 Prepared to work from another site as required from time to time.
- 18 Good health ensuring regular attendance at work.
- 19 Openness to new ideas and a willingness to learn from other individuals and organisations.
- 20 Clean driving licence and use of a car.