

PERSON SPECIFICATION

for the post of
ADMINISTRATOR

Category	Essential/ Desirable	Method*
QUALIFICATION(S)		
English Language and Mathematics GCSE or equivalent grade C or above	E	A, C
Demonstrable Proficiency in Intermediate IT skills (Microsoft Office)	E	A, C, E
NVQ3 Office Administration or equivalent	D	A, C, E
EXPERIENCE		
Dedicated Administration Support	E	A, I
Handling sensitive information appropriately	E	A, I
Working within a team environment	E	A, I
Maintaining a database	E	A, I
Developing and maintaining relationships with new supporters/customers	E	A, I
Answering and attending to calls; recording information; taking messages	D	A, I
Submission of returns to Charity Commission / Companies House	D	A, I
Working to support a board of trustees or company directors	D	A, I
Working alone in an office where colleagues are out in the community	D	A, I
Contributing positively to the Supervision process	D	A, I
Liaising with a customer base from across the UK	D	A, I
Outcomes Based Accountability – plotting, recording and reporting service results	D	A, I
Work with volunteers	D	A, I
KNOWLEDGE, SKILLS & ABILITIES		
Knowledge of and advanced skills in Microsoft Office applications (Word, Outlook, Access, Excel)	E	A, I, E
Excellent verbal and written communication skills	E	A, I
Excellent telephone and interpersonal skills	E	A, I
Affinity with ethos of the charity (mental health promotion /young suicide prevention)	E	A, I
Ability to handle calls and enquiries sensitively from a variety of stakeholders	E	A, I
Ability to take initiative and work without regular prompting	E	A, I
Ability to work to tight deadlines	E	A, I, E
Ability to handle confidential and sensitive information appropriately	E	A, I
Ability to produce written reports and meet deadlines	E	A, I
Ability to manage varied workload (balancing office work, team meetings, supervision)	E	A, I
Knowledge of and skills in using Raisers' Edge	D	A, I
Ability to work with / encourage volunteers within PAPYRUS	D	A, I
Willingness to undertake further training as required	D	A, I
Safeguarding of children and vulnerable adults – safe practice awareness	D	A, I
PERSONAL		
Anti-discriminatory practice (positive regard for diversity and equality)	E	A, I
Ability to work within and contribute positively to the Ethos and Values of PAPYRUS	E	A, I
Emotional Intelligence and Literacy	E	A, I
Ability to empathise whilst being able to make professional judgements within emotionally challenging environments	E	A, I
OTHER		
Willingness to work some unsocial hours	D	A, I

*** Method of Assessment:** A = Application Form; I = Interview ; C = Certification or other evidence ; E = Exercise