



Person Specification – Administrator

The Administrator's main function is to develop and manage the range of systems required to ensure the efficient and effective operation of the organisation. This to include systems which support reliable and transparent monitoring and evaluation of all of our services for people with hearing loss.

Essential Knowledge and Personal Qualities:

- Computer skills commensurate with tasks in the job description with a working knowledge of Microsoft Office
- Office systems and procedures
- Information management systems and associated legislation surrounding them
- Basic financial management systems
- Able to work with minimum supervision
- The post holder will require successful PVG certification by Disclosure Scotland

Desirable Knowledge and Personal Qualities:

- Good standard of education and evidence of commitment to on-going learning and development
- An understanding of hearing loss
- Knowledge of the 3rd Sector

Essential Experience

- Using IT systems and packages, in particular Microsoft Office
- Working as part of a team and on own initiative
- Responding to queries and simple problem solving
- Setting up and maintaining manual and electronic filing systems
- Diary management and appointment bookings using manual and electronic systems

- Practical experience of working in an office

Skill / Aptitude

- Ability to demonstrate a methodical, organised and flexible approach to work
- Effective listening, verbal and written communication skills
- Excellent interpersonal skills and the ability to communicate effectively with a diverse range of people
- Ability to plan, organise and prioritise workload to meet deadlines.
- Ability to maintain a high level of confidentiality and discretion

December 2018