

Person Specification - Service Administrator

What you need to be successful in this role:

Qualifications:

- GCSE Mathematics and English, grade C or above (or equivalent)
- Already have, or have a commitment to achieve, a business administration level 4 qualification or equivalent
- ECDL certificate or equivalent

Must haves:

- Commitment to working within the values, statement of purpose, policies and practice of Hft
- Able to self-direct and take responsibility for own workload, determining priorities and scheduling own work as well as contributing to the overall tasks/activities of the Service
- Excellent planning, administration and organisational skills
- Able to communicate information and data clearly and concisely both verbally and in writing
- Experience of working in an administration role
- Good financial understanding
- Strong IT knowledge, including experience of using Microsoft office suite
- Ability to produce reports and presentations within Excel, Word and PowerPoint
- Able to understand and work with Hft operating systems
- Good interpersonal skills; able to work with colleagues to ensure the smooth running of administrative function
- Attention to detail and accuracy
- Able to take accurate and concise minutes and to keep accurate and up to date records and information
- Engage professionally with all colleagues both internally and externally and respond positively to suggestions and feedback
- Good time management
- Able to demonstrate that your practice incorporates the principles of diversity and inclusion
- Ability to work in a flexible way to meet the needs of the Service
- Possession of a full, current EU/UK driving licence, own transport and prepared to use, and insure for work purposes
- Able to stay away from home overnight if required for management meetings and training
- The ability to respond flexibly in a crisis
- Ability to learn new procedures and enthusiasm to undertake training (as appropriate)
- Effective time management and ability to organise and prioritise work in order to meet deadlines
- To work as part of a team and independently
- Able to cope with interruptions
- Positive attitude to people with a learning disability

Nice to haves:

- Personnel management and HR record keeping
- Previous experience of working within a not-for-profit organisation
- Book-keeping/Business Studies qualification or experience of manual book-keeping
- Experience of supporting and updating existing websites
- Book-keeping utilising computer spreadsheets
- Supervisory experience
- Experience in preparing payroll and/or understanding for payroll and a range of systems