

Care for the Carers

PERSON SPECIFICATION

Carers Centre Junior Administrator

Qualifications	<ul style="list-style-type: none"> Educated to GCSE level or equivalent Including English at Grade 'C' ('4') or above 	Essential
Experience	<ul style="list-style-type: none"> Experience of maintaining an automated switchboard function 	Desirable
	<ul style="list-style-type: none"> Experience of meeting, greeting and communicating with clients, members of the public and professionals 	Desirable
	<ul style="list-style-type: none"> Experience of providing administrative support 	Desirable
	<ul style="list-style-type: none"> Experience of using Microsoft Outlook to manage appointments and communication 	Desirable
Skills & knowledge	<ul style="list-style-type: none"> Excellent telephone manner and interpersonal skills – able to deal with enquiries of a sensitive nature whilst maintaining professional boundaries 	Essential
	<ul style="list-style-type: none"> Sound knowledge of Word, Excel and Outlook 	Essential
	<ul style="list-style-type: none"> Attention to detail and accuracy when recording information 	Essential
	<ul style="list-style-type: none"> Knowledge of database applications 	Desirable
Personal qualities	<ul style="list-style-type: none"> Possess sensitivity and understanding and the ability to apply these when dealing with carers whilst acting within the boundaries of the role 	Essential
	<ul style="list-style-type: none"> Possess good judgment and discretion at all times 	Essential
	<ul style="list-style-type: none"> Approachable, friendly, professional with good communication skills 	Essential
	<ul style="list-style-type: none"> Reliable time keeper 	Essential
	<ul style="list-style-type: none"> Able to follow instructions, take responsibility of own work, work alone and as part of a team 	Essential
	<ul style="list-style-type: none"> Be proactive, self-motivated and energetic 	Essential