

**PERSON SPECIFICATION - OFFICE ADMINISTRATOR**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience &amp; Education</b>	<ul style="list-style-type: none"> <li>• Experience of handling incoming calls to an organisation from a wide variety of callers</li> <li>• Experience of being in an administration role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a small Charity environment</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• First-rate telephone manner and technique</li> <li>• Excellent written and oral communication skills, exceptional organisational skills, and a good level of numeracy</li> <li>• Good IT skills including the ability to use Excel and databases, and to learn unfamiliar packages quickly and effectively</li> <li>• Ability to work within the bounds of confidentiality</li> <li>• Empathy with those affected by mental health conditions, and an ability to relate to and be sensitive to the needs of a range of service users</li> <li>• Excellent interpersonal &amp; listening skills</li> <li>• Ability both (a) to use own initiative and work autonomously; and (b) to work with and report to a line manager, providing timely and accurate accounts of activity undertaken and utilising a manager's support and advice.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of OCD and/or related disorders.</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• Confidence, proactivity and an ability to work independently and as part of a team</li> <li>• A methodical approach to administration and excellent attention to detail</li> <li>• Flexibility and willingness to go the extra mile</li> <li>• Willingness to work within the limited resources typical of a small Charity environment</li> </ul>	