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Person Specification

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| Post: **Business Administrator** | Location: **Rochdale, Middleton, Heywood & Bury** |  |

Note to Applicants:

The Essential Criteria are the qualifications, experience, skills or knowledge youmustshow you have to be considered for the job.

The Desirable Criteria are used to help decide between candidates who meet ALL the Essential Criteria.

The How Identified column shows how we will obtain the necessary information about you.

If the How Identified column says the Application Form next to an Essential Criteria or a Desirable Criteria, you must include in your application enough information to show how you meet these criteria. You should include examples from your paid or voluntary work.

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| Qualifications and Experience | | | | |
| **Essential Criteria** | **How Identified** | **Desirable Criteria** | | **How Identified** |
| A good standard of education including at least 5 GCSE’s A-C including English and Maths, an NVQ level 3 and EDCL or equivalent ICT qualification.  Experience of Microsoft applications: Word, Outlook, PowerPoint, Excel, etc.  Experience of managing and dealing with telephone enquiries in a professional and non-judgemental manner.  Experience of managing staff and volunteers.  Experience of working with confidential data.  Experience of recording petty cash and general financial information. | Application form, interview  Application form, interview  Application form, interview  Application form, interview  Application form, interview  Application form, interview | Hold a valid UK Driving license and have access to own car.  Experience of working for a charity and supporting its Board of Trustees.  Experience of using Sage, the financial management software.  Experience of providing information to the general public and dealing with people in crisis. | | Application form  Application form, interview  Application form, interview  Application form, interview |
| Skills and Abilities | | | | |
| **Essential Criteria** | **How Identified** | **Desirable Criteria** | **How Identified** | |
| Ability to work under pressure and to manage work load according to demands placed on you by line manager/senior staff.  Excellent IT skills including the ability to word process, create spreadsheets and present statistical information in a professional way.  Ability to provide administrative support and to delegate administrative tasks as appropriate to other staff, students and volunteers.  Ability to work with colleagues, service users and members of the public in a welcoming and professional manner.  Ability to communicate at all levels in person, by telephone and in writing.   1. Ability to work flexibly and effectively with colleagues and staff from other services, elected members, health organisations, voluntary and statutory agencies. | Application form, interview  Application form, interview  Application form, interview  Application form, interview  Application form, interview  Application form, interview |  |  | |
| Personal Qualities | | | | |
| **Essential Criteria** | **How Identified** | **Desirable Criteria** | **How Identified** | |
| Excellent self-reflection skills.  Able to listen and take on board constructive feedback.  Strong ethics and boundaries.  Able to maintain good working relationships and work as part of an effective team.  Able to work in a pressured environment and to show strong resilience.  Ability to handle sensitive information in a confidential and professional manner. | Application form, interview  Application form, interview  Application form, interview  Application form, interview  Application form, interview  Application form, interview |  |  | |
| Special Working Conditions | | | | |
| **Essential Criteria** | **How Identified** | **Desirable Criteria** | **How Identified** | |
| Preparedness to work flexibly, as negotiated.  Will be required to undertake some travelling which would be reimbursed in accordance with local terms and conditions.  Demonstrate a commitment to equality and diversity and anti-discriminatory practise. | Application form, interview  Application form, interview  Application form, interview |  |  | |