

**PERSON SPECIFICATION**

**Job Title:** Office Administrator

**Location:** Norwich

**Reporting to:** Manager/CEO

The person appointed to this post would normally be expected to meet the following:

|  |  |
| --- | --- |
| Knowledge | Essential / Desirable |
| Computer literate with a working knowledge of Microsoft Office Package | E |
| Office Systems & procedures | E |
| Information Management Systems & the legislation surrounding them  | E |
| Experience/knowledge of gathering information for funding applications | D |
| Use of social media and ethics surrounding the use for business | E |
| **Experience**  |  |
| Using IT systems & packages in particular Microsoft office | E |
| Working as part of a team & on own initiative | E |
| Responding to queries & simple problem solving  | E |
| Setting up & maintaining manual & electronic filing systems | E |
| Familiarity of the issues confronting people with eating disorders | D |
| Diary management & appointment booking  | E |
| Practical experience of working in a busy office environment | E |
| Experience of working in the third sector | D |
| **Personal characteristics** |  |
| Ability to remain calm under pressure | E |
| Professional & friendly manner | E |
| Self motivated | E |
| Ability to learn quickly about the business and a willingness to learn | E |
| Proactive | E |
| **Skills/Aptitude**  |  |
| Ability to demonstrate a methodical, organised and flexible approach to work | E |
| Excellent interpersonal & customer service skills with the ability to communicate with a diverse range of people | E |
| Ability to plan, organise & prioritise workload to meet deadlines | E |
| Respect for the autonomy and rights of service users  | E |
| Ability to relate well to colleagues, Trustees & members of the public | E |
| Ability to maintain a high level of confidentiality and discretion at all times | E |
| Reliability & commitment | E |
| **Other** |  |
| Willingness to work additional/flexible hours if required | E |
| First Aid qualification | D |