



Gofal a Thrwsio ym Mhowys
Care & Repair in Powys

Person Specification – Administrator

| | Criteria | |
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| | Essential | Desirable |
| Experience: <ul style="list-style-type: none"> • Experience delivering a customer-focused service • Experience of working in an office environment • Experience of working for a third sector / voluntary organisation. • Experience of developing and using computer database systems and Excel spreadsheets to plan, organise and monitor work. • Experience of managing and regularly using digital communications channels, eg Twitter, Facebook, YouTube. • Experience of planning and attending organised events, eg conferences, exhibitions | / | / |
| Knowledge: <ul style="list-style-type: none"> • Knowledge of the aims of Care & Repair in Powys • Knowledge and awareness of financial systems • An understanding of the importance of monitoring the progress of works against agreed schedules and timescales • Knowledge of issues facing older and disabled people in regard to living independently at home • Understanding of safeguarding issues relating to the protection of vulnerable adults | / | / |
| Skills: <ul style="list-style-type: none"> • Excellent communication skills in English • Be able to hold simple conversations in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 1 • Be able to hold simple conversation in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 2 or above • Flair for marketing and social media • Ability to use ICT and databases • Ability to be self-motivated, work under pressure and to organise and prioritise work effectively • Ability to follow laid down procedures as well as willingness to suggest changes to improve systems • Full driving licence with access to car | / | / |
| Qualifications: <ul style="list-style-type: none"> • A good general standard of education (e.g. minimum of 5 GCSEs at Grade C or above, to include Maths and English, or equivalent) | / | |

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| <ul style="list-style-type: none"> • Relevant administration, IT or Marketing qualification such as NVQ Level 2 Business Administration or Customer Service <p><i>Relevant experience may be considered in place of a qualification.</i></p> | | / |
| <p>Personal Qualities:</p> <ul style="list-style-type: none"> • Demonstrates empathy with older and disabled people • Demonstrates ability to contribute to the work of the team by being flexible and sharing tasks as required • To use a creative and innovative approach and be proactive and dynamic at all times • Demonstrates personal integrity and an ability to maintain confidentiality | / | / |
| <p>Other requirements:</p> <ul style="list-style-type: none"> • Able on occasions to work outside of normal working hours • Actively promotes and shows commitment to equality and diversity in all aspects of the work of the Agency • Willingness to learn and undertake training as required • Empathy with the vision, mission and values of Care & Repair in Powys, and a commitment to support delivery to meet these | / | / |

December 2020