



Gofal a Thrwsio ym Mhowys
Care & Repair in Powys

Person Specification – Administrator (Marketing)

	Criteria	
	Essential	Desirable
<p>Experience:</p> <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 	/	/
<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of the aims of Care & Repair in Powys • 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 	/	/
<p>Skills:</p> <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 	/	/
<p>Qualifications:</p> <ul style="list-style-type: none"> • A good general standard of education (eg minimum of 5 GCSEs at Grade C or above, to include Maths and English, or equivalent) • Relevant administration, IT or Marketing qualification such as NVQ Level 2 Business Administration or 	/	/

Customer Service <i>Relevant experience may be considered in place of a qualification.</i>		
Personal Qualities: <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 	/	/
Other requirements: <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 	/	/

November 2023