



PERSON SPECIFICATION

JOB TITLE:

ADMINISTRATOR

NOTES OF GUIDANCE FOR CANDIDATES

For each criteria, you must show in your application form how you meet that criteria in order to be shortlisted for interview. The information you give on your application form will be expanded upon at interview. By the end of the selection process you will need to have demonstrated that you meet all the criteria on this Person Specification to be considered for appointment.

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
PERSONAL ATTRIBUTES, VALUES & BEHAVIOURS	<ul style="list-style-type: none"> ▪ Helpful, positive and respectful to all. ▪ Willingness to respect residents in their Christian faith. ▪ A positive attitude towards the Pilgrims' Friend Society and its wider aims and objectives. ▪ A mature attitude; able to be assertive without aggression. ▪ Calmness in all situations - ability to be depended upon by others. 	<ul style="list-style-type: none"> ▪ Interest in current affairs, particularly in relation to social care would be helpful.
EXPERIENCE	<ul style="list-style-type: none"> ▪ Relevant office experience. 	<ul style="list-style-type: none"> ▪ Experience of basic payroll terminology is useful
SKILLS & ABILITIES	<ul style="list-style-type: none"> ▪ Good organisational skills. ▪ Able to work effectively alone and as part of a team. ▪ Ability to learn new skills. ▪ Ability to use initiative and problem-solve. ▪ Must be fully computer literate and familiar and comfortable using Microsoft Word, Excel and Outlook. ▪ Good social skills and professional manner. ▪ Able and willing to maintain confidentiality. ▪ Able to organise own work and take full responsibility for it. ▪ Ability to work under stress and cope with many things happening at once. ▪ Mental stamina (able to "keep going" through a busy day). ▪ Comfortable to work with figures e.g. calculating staff hours ▪ Bookkeeping skills 	
KNOWLEDGE		<ul style="list-style-type: none"> ▪ A basic understanding of the needs of older people. ▪ Recruitment process.
QUALIFICATIONS & TRAINING	<ul style="list-style-type: none"> ▪ Good literacy and numeracy skills. ▪ Willingness to participate in training and attend relevant staff meetings. ▪ Awareness of self-development. 	

COMMUNICATION SKILLS	<ul style="list-style-type: none"> ▪ Customer care skills. ▪ Communicate effectively at all levels. ▪ Good interpersonal skills. ▪ Good recording skills. ▪ Ability to communicate effectively with other staff, elderly service users and their relatives, visitors and others. ▪ Ability to compose business letters/emails etc. ▪ Good telephone manner. 	
OTHER SPECIAL REQUIREMENTS	<ul style="list-style-type: none"> ▪ Willingness to be flexible in working pattern. ▪ Good general health and physically capable of carrying out tasks involved ▪ Willingness to put in extra effort when needed. ▪ Recognition that this is an important role, requiring a high level of commitment and sense of responsibility ▪ Must live within commuting distance of the work place. ▪ Committed, Protestant Christian able to provide a testimony of conversion, a minister's reference and subscribe to our Doctrinal Basis. 	

Note: We will consider reasonable adjustments to the working environment or the job structure to enable a suitably qualified disabled person to hold this post.