

Home Support Administrator (Person Specification)

Age UK Herefordshire & Worcestershire are an independent, local charity and brand partner of Age UK, working in the two counties and striving to make Herefordshire and Worcestershire a great place to grow older.

Are you **passionate** about **helping to improve the quality of life for older people** and would like to help us to **promote choice, opportunity and independence** in your new role?

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

	Essential	Desirable
Education		
GCSE/NVQ L2 or equivalent	X	
Skills & Experience		
Organised approach to administration and problem solving with a focus on time management and prioritisation skills		
Proven experience of managing CRM databases, accurate data inputting and management – previous experience of Charitylog would be an advantage	X	
Experience in invoice management	X	
Excellent verbal and written communication skills	X	
Ability to process and present basic statistics using spreadsheets and databases for monitoring and evaluation purpose		X
Experience of working with older people	X	
Exceptional organisational skills.	X	
Strong interpersonal and communication skills with the ability to relate to, and liaise with, people from a wide range of backgrounds and cultures.	X	
Experience of working in or with health, social care services.		X

Proven experience of performance management and reporting.	X	
Strong customer focus with the ability to understand and respond to issues concerning older people, particularly in relation to providing support to enable individuals to maintain independence and dignity within their own homes and communities.	X	
Ability to manage change	X	
Professional and approachable manner with a “can do” attitude and solutions focused.	X	
Excellent customer service skills with a strong person-centred focus	X	
Ability to maintain strict confidentiality	X	
Ability to perform under pressure	X	
Organised with the ability to prioritise workload and respond well to challenges.	X	
Ability to work under own initiative and also as a positive team member	X	
Experience of developing productive working relationships with a range of stakeholders and at all levels.	X	
Keen attention to detail	X	
Excellent time management skills	X	
Proficient in Microsoft Office and ICT – including Excel, Access, Word, Outlook and internet technology.	X	

This position is subject to an enhanced DBS check

Please feel free to add any other criteria fit to the job opening

How to apply: Visit our [website](http://www.ageukhw.org.uk) to download an application form and send to jobs@ageukhw.org.uk Alternatively you can phone 0800 008 6077 or email jobs@ageukhw.org.uk for more information

Closing date: 4th December 2020 Midday.

Interview date: TBC