Age UK Sheffield

Person Specification

Senior Administrator

Category	Essential	Desirable
Commitment	• to deliver high quality services for older people in Sheffield [AF, GD, I] • to relate positively to people from different cultures, backgrounds and experiences [AF, I] • ambition to make a difference [AF, I, GD]	
Previous experience	• substantial experience of office administration [AF, I] • experience of managing HR systems [AF, I] • experience of implementing quality systems and standards [AF, I] • experience of supervising the work of others [AF, I] • To be experienced in handling confidential information and an up-to-date knowledge of GDPR legislation. [I] • To have the ability to manage a heavy and demanding workload and work under pressure to meet deadlines. [AF, I, E)	• experience of working in a charity [AF, I] • experience of team and people management • experience of working with vulnerable people such as older people [AF, I] • experience of finance systems [AF, I]
Skills, abilities and knowledge	• highly organized, systematic, meticulous, conscientious [AF, I] • demonstrates high levels of attention to detail and accuracy in work and the work of others [E] • pragmatic and solution focused with an adaptable, “can do” positive approach [I, GD] • ability to act as a role model demonstrating; drive, enthusiasm, high professional standards, confidence and commitment [AF, I, GD] • skills in budget management and best value [AF, I] • ability to identify improvements in processes and make suggestions for solutions [I, GD] • good understanding and application of health and safety legislation in an office environment [AF, I] • high level of computer literacy including use of data bases and information management systems, Microsoft Office programmes and the internet [AF, I, E] • To have the highest level of professionalism, discretion and diplomacy in dealing with	• Ability to train users of systems [I] • Report writing skills [I] • Minute taking skills [I]

	confidential information, sensitive issues and share information on a need to know basis [AF, I] • ability to delegate and coordinate completion of work to timescales [AF, I] • ability to multi task [AF, I] • ability to review policies and procedures in accordance with changes in organisational practice or legislation [AF, I] • good understanding of information governance [AF] • well-developed customer service skills [AF, I] • ability to listen, hear and take appropriate action [AF, I] • excellent verbal and written communication skills [AF, I] • ability to reflect on own work [AF, I] • ability to take responsibility, work on own initiative and know when to raise issues to management [AF, I]	

When filling in your application form, please show clearly how your skills, knowledge and experience match with the list above.

These skills, knowledge and experience can have been gained in either a paid or unpaid capacity.

AF = Application Form; GD = Group Discussion; I = Interview E= Exercise

Recruitment process

1. *Assessment of application form.*
2. *Assessment of observed group discussion*
3. *Interview*
4. *Exercise*

Topic for Group Discussion: *Demand for Age UK Sheffield services is increasing. Why do you think this is?*

Agree 3 key ways that the post of Senior Administrator can contribute to meeting this demand?

June 22