**Person Specification: Administrator**

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|  | **Essential** | **Desirable** |
| **Knowledge and experience** |  |  |
| Experience of an administrative role | P |  |
| Experience of working in a mental health setting |  | P |
| Experience of working for a charity |  | P |
| Experience of using QuickBooks |  | P |
| Basic understanding of professional issues relating to mental health services |  | P |
| **Skills and abilities** |  |  |
| Computer literate: MS Excel, MS Word, SharePoint and Outlook. Ability to learn how to use our custom-made computer booking system (training provided) | P |  |
| Organised and systematic with outstanding administrative skills | P |  |
| Ability to multi task and perform administrative procedures with precision in a fast paced and busy environment | P |  |
| Strong relationship skills – able to connect to a broad range of personalities including clients and practitioners. Clear and pleasant phone manner | P |  |
| Calm and patient when talking on the phone or face to face with clients in varying degrees of distress | P |  |
| Flexible and adaptable – able to respond to a wide range of tasks and demands from the Centre’s practitioners and clients | P |  |
| Ability to take responsibility for dealing with own emotional wellbeing | P |  |
| Ability to appreciate, understand and value diversity in a non-judgmental manner | P |  |
| Ability to work as a member of a team and independently | P |  |
| **Attitudes and values** |  |  |
| Commitment to BTC's charitable aims and values, including equality, diversity and anti-discriminatory practice | P |  |
| Willing to embrace flexible working patterns, including remote working | P |  |