PERSON SPECIFICATION

for the post of
ADMINISTRATIVE ASSISTANT

Category	Essential/ Desirable	Method*
QUALIFICATION(S)		
English Language and Mathematics GCSE or equivalent grade C or above	**E**	A, C
Demonstrable Proficiency in Intermediate IT skills (Microsoft Office)	**D**	A, C, E
EXPERIENCE		
Dedicated Administration Support	**E**	A, I
Handling sensitive information appropriately	**E**	A, I
Working within a team environment	**E**	A, I
Answering and attending to calls; recording information; taking messages	**D**	A, I
Contributing positively to the Supervision process	**D**	A, I
Liaising with a customer base from across the UK	**D**	A, I
Assisting in the recording, plotting and reporting of results	**D**	A,I
Work with volunteers	**D**	A, I
KNOWLEDGE, SKILLS & ABILITIES		
Excellent verbal and written communication skills	**E**	A, I
Excellent telephone and interpersonal skills	**E**	A, I
Affinity with the ethos of the charity (mental health promotion and youth suicide prevention)	**E**	A, I
Ability to handle calls and enquiries sensitively from a variety of stakeholders	**E**	A, I
Ability to take initiative and work without regular prompting	**D**	A, I
Ability to work to tight deadlines	**D**	A, I, E
Ability to handle confidential and sensitive information appropriately	**E**	A, I
Advanced skills in Microsoft Office applications (Word, Outlook, Powerpoint, Publisher, Excel), and knowledge of other software	**D**	A, I, E
Ability to manage varied workload (balancing office work, team meetings, supervision)	**D**	A, I
Ability to produce presentation material	**E**	A,I, E
Ability to work with / encourage volunteers within PAPYRUS	**D**	A,I
Willingness to undertake further training as required	**D**	A, I
Safeguarding of children and vulnerable adults – safe practice awareness	**D**	A, I
PERSONAL		
Anti-discriminatory practice (positive regard for diversity and equality)	**E**	A, I
Ability to work within and contribute positively to the Ethos and Values of PAPYRUS	**E**	A, I
Emotional Intelligence and Literacy	**E**	A, I
Ability to empathise whilst being able to make professional judgements within emotionally challenging environments	**E**	A, I
OTHER		
Willingness to work some unsocial hours	**D**	A, I

* Method of Assessment: A = Application Form; I = Interview ; C = Certification or other evidence ; E = Exercise