



## GENERAL INFORMATION

Title:	Administrator
Salary:	£16,123 pro rata pa
Hours:	16 hours per week
Responsible to:	Centre Manager
Accountable to:	Centre Manager/ Chief Executive Offer
Base:	CFF Ltd (LE3 OPE)

## JOB SUMMARY

The post holder will be required to provide an effective and efficient administrative, secretarial and project coordination service within CFF.

The post holder will need to demonstrate a high level of prioritising and organisational skills. They must also be able to organise their own workload to meet the requirements of the organisation, adjusting priorities as necessary in negotiation with the Centre Manager.

The post holder will be required to deal with queries coming into the service for example, via email and telephone, service meetings, maintain databases, produce reports and support social media/website activities.

The post holder will be required to liaise effectively and professionally with a range of individuals. This will include other team members, healthcare professionals, schools and colleges, and a variety of other external organisations.

## MAIN DUTIES AND RESPONSIBILITIES

### Skills, Knowledge and Experience

No.	Requirement	Weighting Essential Important Desirable	Measurement Application Interview Test
1	High level of prioritising and organisational skills and able to organise own workload to meet the requirements of the organisation.	Essential	Application/Interview
2	Excellent interpersonal and communication skills, both written and verbal.	Essential	Application/Interview
3	To answer the telephone and emails in a courteous and professional manner, deal with enquiries effectively, liaising and re-directing as appropriate, and ensuring that messages are relayed accurately.	Essential	Application/Interview
4	IT literate using a range of Microsoft Office software (i.e. Word, Excel and PowerPoint) and conversant with using database software.	Essential	Application/Interview/Test
5	Able to service meetings (take minutes and prepare information).	Essential	Application/Interview
6	Able to input data and maintain records accurately.	Essential	Application/Interview/Test
7	Able to carry out general clerical duties including filing, photocopying and maintenance of stationary stocks.	Essential	Application/Interview
8	Accurate typing and data entry skills with a speed of more than 30 words per minute	Essential	Test
9	Previous experience in an administrative setting.	Important	Application/Interview
10	Able to update website and social media pages to promote programmes and the work undertaken by the organisation.	Desirable	Application/Interview
11	Knowledge of the health sector within Leicester, Leicestershire and Rutland.	Desirable	Application/Interview
12	Knowledge of the education sector within Leicester, Leicestershire and Rutland.	Desirable	Application/Interview
13	Able to troubleshoot IT problems	Desirable	Application/Interview
14	Familiar with Adobe Creative Suite software (i.e. InDesign, Illustrator, Photoshop).	Desirable	Application/Interview

### Qualifications and Training

No.	Requirement	Weighting Essential Important Desirable	Measurement Application Interview Test
15	GCSE Grade C or equivalent in English Language and Mathematics, or equivalent relevant life experience.	Essential	Supporting Evidence/Interview/Test

### Attitude and Motivation

No.	Requirement	Weighting Essential Important Desirable	Measurement Application Interview Test
16	Able to demonstrate attitude and behaviours consistent with the Centre's values including equality and data protection etc.	Essential	Application/Interview
17	Positive and flexible attitude.	Essential	Application/Interview
18	Able to work in a team.	Essential	Application/Interview
19	Able to work using own initiative (self-motivated with a 'can do' attitude).	Essential	Application/Interview
20	Solution-focused approach.	Essential	Application/Interview
21	Able to work under pressure.	Essential	Application/Interview
22	A commitment to the provision of a quality service and best practice standard of customer care.	Essential	Application/Interview