Person Specification

**Post Title: Initial Contact Team Administrator**

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|  | **Essential/ Desirable** | **Application** | **Interview/ Presentation/ Test** |
| **Knowledge & Experience** |  |  |  |
| Complex administration in a busy client-led environment | Essential |  |  |
| Working with a range of IT packages, including Microsoft, spreadsheets and databases | Essential |  |  |
| Planning and scheduling of appointments across a range of services | Essential |  |  |
| Delivering high quality person-centred customer service | Essential |  |  |
| Managing own workload and priorities while adhering to specified standards of delivery | Essential |  |  |
| Developing and maintaining accurate administration systems | Essential |  |  |
| Safeguarding application within a sensitive working environment | Essential |  |  |
| Task focused problem solving | Essential |  |  |
| Working as part of a wider multi-disciplinary team | Desirable |  |  |
| General education to GCSE (must have English GCSE grade A-C) | Essential |  |  |
| European Computer Driving Licence or equivalent | Desirable |  |  |
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| **Skills** |  |  |  |
| Appreciation of mental health issues relating to children and young people | Essential |  |  |
| Able to work flexibly using a solution focus approach to problem solving, adapting to changes in service delivery and client’s needs | Essential |  |  |
| Able to remain calm while working in a pressurized environment while dealing with the challenges and emotions of others | Essential |  |  |
| Flexible and adaptable approach to developing skills and learning new processes and procedures | Essential |  |  |

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| Excellent active listening skills | Essential |  |  |
| Ability to communicate in a clear manner both written and orally with a range of clients and colleagues | Essential |  |  |
| Open-minded and solution focused approach, committed to working with a diverse group of people and working in a non-judgmental and non- discriminatory way | Essential |  |  |
| Systematic approach to work plan, prioritise and meet deadlines | Essential |  |  |
| High level of accuracy and attention to detail | Essential |  |  |
| Ability to use, manipulate and understand excel, Microsoft software, Adobe and custom-built databases. | Essential |  |  |
| Good problem-solving skills, able to work under pressure and accept responsibility to get things done | Essential |  |  |
| Committed to working within clear professional and ethical boundaries | Essential |  |  |
| Willingness to work outside usual office hours, including evenings | Essential |  |  |
| Warm and empathetic personality, able to adapt communication to variety of situations and requirements | Essential |  |  |
| Good knowledge of the Visyon geographical service area | Desirable |  |  |