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## Person Specification Centre Administrator

<b>Education / Qualifications</b>
An appropriate professional or academic qualification, and/or a demonstrable portfolio of experience in administration.
<b>Experience</b>
Experience of producing reports, tables, spreadsheets charts and mail-merge documents.
Experience of setting up, developing and maintaining office systems (both paper and electronic).
Experience of maintaining ICT systems.
Experience of cash-handling systems.
Experience of working with volunteers.
Experience of working or volunteering within a Voluntary, Community or Public Sector Organisation or solid understanding of working within one.
Experience of organising social and/or publicity events.
<b>Knowledge</b>
Knowledge and understanding of the strengths and issues faced by unpaid family or friend Carers.
Knowledge of Quality Assurance systems used by Charities.
An understanding and commitment to Sutton Carers Centre Equality, Diversity and Inclusion Policies and the ability to apply this to the duties and responsibilities of the post.
<b>Abilities and Skills</b>
Excellent interpersonal skills for dealing with members of the public, volunteers and staff within a busy workplace environment.
Ability to work with Carers and their families, other Centre visitors and Partners to secure the best possible service.



The ability to communicate simply and effectively to a range of audiences both verbally and in writing.
Ability to support distressed or vulnerable callers with empathy to effectively meet their service requests.
Strong organisational skills, able to work independently on own initiative as well as part of the Centre Team.
Ability to prioritise and organise conflicting work tasks within specific time scales.
Ability to analyse information and to present this at an appropriate level to a given audience.
Ability to assist the recruitment of paid staff and volunteers.
Ability to use MS Office 365 including Word, Outlook and Publisher (or similar DTP), Excel, PowerPoint, Sharepoint, Forms and so on.
Willingness to adopt a flexible approach to working which may be outside normal working hours.
Ability to actively contribute to the development of the service, and contribute to meetings to ensure the smooth running of the Centre.
Ability to monitor, reflect upon, keep records and communicate outcomes regarding work.
Ability to use and promote the Equal Opportunities, Diversity and Inclusion, Confidentiality, Safeguarding, Environmental and Health and Safety policies and procedures and the ability to oppose/challenge discriminatory language and actions.
Ability to work at, or travel between, various Sutton locations, or work from home, according to the needs of Carers and the charity.