

**Person Specification**

<b>Job Title:</b>	Administrative Assistant (Advice & Information)
<b>Service:</b>	CoramBAAF
<b>Reporting to:</b>	Advice Manager
<b>Salary Range:</b>	£10,000 per annum (£25,000 FTE)
<b>Work Pattern:</b>	14 hrs per week
<b>Contract Type:</b>	6 month fixed terms (with possibility of extension)

**Qualifications**

- A levels or equivalent, or relevant business administration BTEC/NVQ3 qualification, or extensive equivalent relevant experience.
- Must have the right to work in the UK.

**Knowledge, Skills & Experience**

- Demonstrable experience of administrative work in a busy office/team environment.
- Excellent IT skills including use of the MS suite of applications – Word, Excel, PowerPoint, Outlook.
- Experience in using databases, Sharepoint, CRM and/or similar systems for data entry and compiling data / analysing and reporting.
- Experience in using the different functions available in video conference software platforms such as Zoom and MS Teams.
- Good written and verbal communication skills in English.
- Good interpersonal skills to support team working and customer service, including a confident and courteous manner when liaising with external agencies and members.
- Ability to work independently, and also as part of a team.
- A high level of attention to detail, ability to check own work and that of others for accuracy.
- Familiarity with organising and managing information in computerised filing systems.
- Ability to work flexibly, be responsive to changing demands and to work collaboratively as part of a busy team.

**Behaviours & Values**

- A courteous manner
- Ability to maintain confidentiality



- Punctual and reliable
- Motivated by CoramBAAF's values
- Commitment to implementing Coram's equality, diversity and inclusion policies and procedures