

PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION - SKILLS AND KNOWLEDGE	SKILLS AND PERSONAL QUALITIES NEEDED
KNOWLEDGE, SKILLS & EXPERIENCE	<ul style="list-style-type: none"> ▪ At least 2 years' experience in financial administration. (E) ▪ Experience of maintaining office systems. (E) ▪ A good understanding of using online payroll and accounting systems. (E) ▪ Experience of using online accounting systems Brightpay/Xero . (D) ▪ Experience of composing correspondence and recording notes. (E) ▪ Good working knowledge of Microsoft Office, Excel and Word. (E) ▪ Ability to learn new software packages is essential. (E)
COMMUNICATION	<ul style="list-style-type: none"> ▪ Ability to communicate clearly and effectively both orally and in writing. (E) ▪ Ability to deal with clients by phone or in person in a sensitive and respectful way. (E) ▪ The ability to build effective working relationships with clients, other staff, and members of the public. ▪ Ability to actively listen
PLANNING AND ORGANISING WORK	<ul style="list-style-type: none"> ▪ Ability to identify, prioritise and plan work accordingly. (E) ▪ Uses own initiative. (E) ▪ Good organisational skills.

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INFLUENCING AND INTERPERSONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to support people to understand their finances, budgets. ▪ Ability to work with a wide range of professionals and organisations in a variety of forums
PROBLEM-SOLVING	<ul style="list-style-type: none"> ▪ Excellent numeracy skills, with an eye for detail (E) ▪ To represent the organisation at in a number of different forums
ACCOUNTABILITY AND RESPONSIBILITY	<ul style="list-style-type: none"> ▪ Ability to work effectively as part of a team and to be assertive. (E) ▪ Will demonstrate ability to self-start and work independently, works effectively as a team player. ▪ Can work to meet deadlines ensuring time frames and outcomes are met
PERSONAL DEVELOPMENT	<ul style="list-style-type: none"> ▪ Attend and engage in team meetings, self-development opportunities and supervision. (E) ▪ Work with the team and management group to develop the role of support worker and the team. (E)
EQUALITY & DIVERSITY	<ul style="list-style-type: none"> ▪ Will demonstrate a commitment to the Mission, Vision, and Values of Connection Support. (E) ▪ Will promote and uphold Equality, Diversity, Equity and inclusion principles and practices. (E)
MANAGING RISK	<ul style="list-style-type: none"> ▪ To follow Safeguarding and whistleblowing policies and procedures. (E) ▪ To be able to assess risk, and report where needed. ▪ To ensure the safety of yourselves, colleagues and clients by following Health and Safety policies and procedures. (E)
MANAGING CHANGE	<ul style="list-style-type: none"> ▪ To understand the need for change, to respond positively and creatively applying a constructive response and influence to others. (E)

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Signed - Job holder	Signed - Line Manager	Signed - Operations Manager	Date