



### Person Specification

<b>Job Title:</b>	Service Administrator
<b>Service:</b>	Coram Voice
<b>Reporting to:</b>	Administration Manager
<b>Salary:</b>	£23,933 per annum
<b>Work Pattern:</b>	9am-5pm, Monday – Friday (35 Hours per week)
<b>Contract Type:</b>	Permanent, full time
<b>Location:</b>	London, WC1 (Hybrid Working)

**\* Method of Assessment**

**A** = Application Form **D** = Documentary Evidence (e.g. Certificates/Portfolio) **I** = Interview (panel and/or young people) **E** = Exercise

Please note that this column is indicative of where each criterion is likely to be tested, however all elements of the person specification may be tested at any stage of the recruitment process. Candidates must use each element of the person specification as a heading in the supporting statement of their application, explaining clearly and with examples how they meet the criteria.

Factor	Criteria	Essential/Desirable	Method of Assessment*			
			A	D	I	E
<b>Education / Experience</b>	NVQ Level 3 in Business Administration or 2 A levels or equivalent and a minimum of two years' administrative experience <b>-OR-</b> Degree or equivalent and a minimum of one years' administrative experience	<b>Essential</b>	✓	✓		
	Experience of holding responsibility in a team providing administration to a range of operational functions	<b>Essential</b>	✓		✓	
<b>Skills/Abilities and Knowledge</b>	Strong administrative and organisational skills and the ability to consistently meet deadlines.	<b>Essential</b>	✓		✓	✓
	Ability to work autonomously using initiative - thinking imaginatively about how to resolve problems and improve effectiveness.	<b>Essential</b>	✓		✓	
	Strong IT skills with the ability to use MS Office (Outlook, Word, PowerPoint, Excel) (required). Knowledge of website editing, databases, survey and publishing software (desirable).	<b>Essential</b>	✓			✓
	Experience of collating data, ensuring accuracy and contributing to the production of reports	<b>Desirable</b>	✓		✓	
	Strong verbal communication and interpersonal skills, with the ability to engage with a range of stakeholders including, professionals, associates and children and young people.	<b>Essential</b>			✓	✓
	Excellent written skills in relation to the production of guidance, letters and minutes.	<b>Essential</b>	✓			✓
	Ability to work effectively with colleagues across different teams and organisations, building powerful relationships and mutually supportive commitments.	<b>Essential</b>			✓	
	Evidence of the ability to offer a wide range of skills, to cope with sudden changes of task	<b>Essential</b>			✓	
	Knowledge of children's social care and the issues and experience of looked after children and care leavers (desirable).	<b>Desirable</b>	✓		✓	
	Commitment to working in line with Coram Voice's values, including a commitment to equal opportunities and diversity and the ability to apply this in the role	<b>Essential</b>	✓		✓	
<b>General</b>	Reliable and enthusiastic, with a positive approach to the work and colleagues and a willingness to undertake any administrative task	<b>Essential</b>	✓		✓	
	Appreciation of the need to maintain the confidentiality of personal information held by the organisation	<b>Essential</b>			✓	

Updated October 2024