



Person Specification

Job Title:	Service Administrator
Service:	Coram Voice
Reporting to:	Operations & Administration Manager
Salary Range:	£26,936
Work Pattern:	9am-5pm, Monday – Friday (35 Hours per week)
Contract Type:	Permanent, full time
Location:	London, WC1 with occasional hybrid working at home in line with operational need

* 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
Education / Experience	NVQ Level 3 in Business Administration or 2 A levels or equivalent and a minimum of two years' administrative experience -OR- Degree or equivalent and a minimum of one years' administrative experience	Essential	✓	✓		
	Experience of holding responsibility in a team providing administration to a range of operational functions	Essential	✓		✓	
Skills/Abilities and Knowledge	Strong administrative and organisational skills and the ability to consistently meet deadlines.	Essential	✓		✓	✓
	Ability to work autonomously using initiative - thinking imaginatively about how to resolve problems and improve effectiveness.	Essential	✓		✓	
	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).	Essential	✓			✓
	Experience of collating data, ensuring accuracy and contributing to the production of reports	Desirable	✓		✓	
	Strong verbal communication and interpersonal skills, with the ability to engage with a range of stakeholders including, professionals, associates and children and young people.	Essential			✓	
	Excellent written skills with the ability to engage with a range of stakeholders including, professionals, associates and children and young people including the production of guidance, letters and minutes.	Essential	✓			✓
	Ability to work effectively with colleagues across different teams and organisations, building powerful relationships and mutually supportive commitments.	Essential			✓	
	Evidence of the ability to offer a wide range of skills, to cope with sudden changes of task	Essential			✓	
	Knowledge of children's social care and the issues and experience of looked after children and care leavers (desirable).	Desirable	✓		✓	
	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	Essential	✓		✓	
General	Reliable and enthusiastic, with a positive approach to the work and colleagues and a willingness to undertake any administrative task	Essential	✓		✓	
	Appreciation of the need to maintain the confidentiality of personal information held by the organisation	Essential			✓	

Updated May 2026