

Person Specification

Post Title: Volunteer Administrator		Grade	Department Human Resources	
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	Good standard of general education including GCSE maths and English or equivalent.	Application form	Microsoft office specialist qualification	Application form
	Excellent IT skills including working knowledge and understanding of Microsoft packages-to ECDL level 2 or equivalent.	Application form		Application form
Experience	At least one year's administrative experience working in a busy office environment dealing with a wide range of internal and external queries.	Application form references	Experience in volunteer and HR administration, including recruitment & selection and training	Application form
	Experience of database management and extracting and analysing reports.	Application/interview		Application form
	Experience of creating and maintaining electronic systems to improve the efficiency of the team or department.	Application/interview	Experience of volunteering or working in a Hospice/NHS/Care Sector	Application form
	Effective working on own initiative as well as part of a team.	Application/interview		

<p>Skills & Knowledge</p>	<p>Good working knowledge of, and competent at advanced level in using, MS Office Suite, especially Word and Excel.</p> <p>Knowledge and appreciation of information governance, data protection and confidentiality.</p> <p>Ability to maintain a range of accurate IT records and systems.</p> <p>Excellent planning and organisational skills.</p> <p>Excellent interpersonal, written and presentational skills, dealing with a variety of stakeholders, both internal and external.</p> <p>Excellent planning and organisational skills.</p> <p>Problem solving.</p>	<p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p>	<p>Partnership working</p> <p>Knowledge of legislation and best practice as it applies to volunteering</p>	<p>Application form/interview</p> <p>Application form/interview</p>
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Personal Attributes	<p>Acts in a professional and positive manner at all times</p> <p>Self-disciplined and motivated</p> <p>Adaptability, responsiveness and the ability to work in a fast-paced environment</p> <p>Pro-active and innovative approach to new ideas</p> <p>Ability to be persistent but polite in seeking information from others</p> <p>Customer focused</p> <p>Ability to work unsupervised in objective setting, prioritising work and meeting deadlines</p> <p>Excellent interpersonal skills with an ability to relate well to a diverse range of people and demonstrate empathy and understanding</p> <p>Commitment to personal development and practice improvement</p>	<p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p>		
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Special Requirements	Attention to detail and a good eye for accuracy and quality Maintain confidentiality at all times Flexible approach to working Commitment to St Cuthbert's values and to equal opportunities	Application form/interview Application form/interview Application form/interview Application form/interview		
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Issue Date:

Employee signature **Date**

Manager signature **Date**