

Person Specification

Post Title: HR and Volunteer Administrator		Grade 3	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	HR qualification	Application form

Experience	Previous administrative experience in a HR setting Experience of coordinating administrative processes involving multiple deadlines and stakeholders. Experience of providing a high-quality customer service or administrative support service to a range of stakeholders Managing a diverse workload Experience of database management and producing reports from electronic systems. Experience of maintaining electronic records and administrative systems to improve the efficiency of the team or department. Effective working with own initiative as well as part of a team.	Application form references Application/interview Application/interview Application/interview Application/interview Application/interview Application/interview	Previous administrative experience within HR, volunteering or workforce services Experience of supporting recruitment and onboarding activities. Experience of volunteering or working in a Hospice/NHS/Health or Care Sector Experience of developing or improving office systems and procedures	Application form Application form Application Form
-------------------	--	--	---	---

Skills & Knowledge	Good working knowledge of, and competent at advanced level in using, MS Office Suite, especially Word and Excel.	Application form/interview	Partnership working	Application form/interview
	Knowledge and appreciation of information governance, data protection and confidentiality.	Application form/interview	Knowledge of employment and volunteering best practice and relevant legislation	Application form/interview
	Basic knowledge and understanding of employment best practice and legislation	Application form/interview		
	Ability to maintain a range of accurate IT records and systems.	Application form/interview		
	Excellent planning and organisational skills.			
	Excellent interpersonal, verbal and written communication skills with the ability to communicate effectively with a wide range of stakeholders.	Application form/interview		
	Ability to assess information, identify discrepancies and use judgement to determine when issues should be escalated.	Application form/interview		

Personal Attributes	Acts in a professional and positive manner at all times	Application form/interview		
	Self-disciplined and motivated	Application form/interview		
	Adaptability, responsiveness and the ability to work in a fast-paced environment	Application form/interview		
	Pro-active and innovative approach to new ideas	Application form/interview		
	Ability to be persistent but polite in seeking information from others	Application form/interview		
	Customer focused	Application form/interview		
	Ability to work unsupervised in objective setting, prioritising work and meeting deadlines	Application form/interview		
	Excellent interpersonal skills with an ability to relate well to a diverse range of people and demonstrate empathy and understanding	Application form/interview		
	Commitment to personal development and practice improvement	Application form/interview		

Special Requirements	Attention to detail and a good eye for accuracy and quality	Application form/interview		
	Maintain confidentiality at all times	Application form/interview		
	Flexible approach to working	Application form/interview		
	Commitment to St Cuthbert's values and to equal opportunities	Application form/interview		

Issue Date:

Employee signature **Date**

Manager signature **Date**