

## **Person Specification – Administrator**

The Administrator plays a key role in ensuring the smooth and effective running of the Challenging Behaviour Foundation. The postholder will provide high quality administrative support across the organisation, acting as a first point of contact for families, professionals and partners, and supporting staff to deliver our work efficiently and compassionately.

Applicants will be expected to demonstrate the following through the recruitment process.

Applicants should provide evidence for all items marked with \* in their covering letter (maximum two sides of A4). This may be provided in narrative form or bullet points. Experience may come from paid work, volunteering, education or other relevant contexts.

### **Knowledge and experience**

<b>1</b>	Experience of providing effective administrative support in an office or organisational setting	Essential*
<b>2</b>	GCSE grade A-C or 4 and above (or equivalent grade) in English and Maths	Essential*
<b>3</b>	Strong organisational skills, with the ability to manage multiple tasks and competing priorities	Essential*
<b>4</b>	Ability to act as a first point of contact, including handling telephone calls and email enquiries professionally and sensitively	Essential*
<b>5</b>	Good IT skills, including confident use of Microsoft Office applications (Outlook, Word, Excel, Teams) and databases or CRM systems or the ability to learn new systems quickly	Essential*
<b>6</b>	Strong written communication skills, including proofreading and formatting documents	Essential*
<b>7</b>	Experience of working in a charity, not for profit or project funded environment	Desirable
<b>8</b>	Experience of supporting governance processes, such as board meetings, policy reviews, or preparation, formatting and proofreading of reports	Desirable
<b>9</b>	Experience of supporting events, workshops or training programmes	Desirable
<b>10</b>	Experience of booking travel and accommodation in line with organisational procedures	Desirable
<b>11</b>	Experience of supporting senior staff, including diary management and meeting coordination using outlook. Teams and zoom	Desirable
<b>12</b>	An understanding of, or interest in, the work of the Challenging Behaviour Foundation	Desirable

**Skills/personal qualities**

<b>13</b>	Excellent attention to detail and a methodical approach to work	Essential*
<b>14</b>	A proactive and flexible approach, with the ability to work both independently and as part of a team	Essential*
<b>15</b>	Ability to organise meetings and appointments efficiently.	Essential*
<b>16</b>	Resilience, with the ability to work sensitively and empathetically within a charity supporting people with severe learning disabilities whose behaviour challenges, and their families	Essential
<b>17</b>	Reliability, discretion, maintaining confidentiality and professionalism at all times	Essential
<b>18</b>	Commitment to equality, diversity and inclusion, and to respectful, family centred ways of working	Essential
<b>19</b>	Willingness to uphold and promote the values and aims of the Challenging Behaviour Foundation	Essential