**Person Specification- Manchester Carers Contact Point; Administration Worker**

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| **Criteria** | **Essential** | **Desirable** | **Assessed** |
| **Qualifications & Training** | Maths and English GCSE at grades C or above (or equivalent qualification). | Evidence of continuous professional development.  IT Qualifications | **Application** |
| **Knowledge & Experience** | 1 years’ experience of providing administration support.  Evidence of continuous professional development.  Experience of collating data and preparing reports.  Experience of using database systems for record keeping and the management of data.  Understanding of, and demonstrable commitment to, ensuring equal opportunity.  An understanding of Equality and Diversity duties in the workplace.  A robust understanding of confidentiality.  Understanding of how social media can be utilised to publicise training events | Experience of working within the Health and Social Care sector  Experience of working within the voluntary sector  Knowledge of issues which affect Carers  A knowledge of Safeguarding practices.  Knowledge of structure of community care, health and voluntary sector.  Knowledge of statutory services | **Application/**  **Interview** |
| **Skills & Abilities** | High quality ICT skills and proficiency especially in the use of Microsoft Office.  Demonstrable ability to communicate with a wide range of people.  Excellent verbal and written communication and negotiation skills.  Very well organised, able to prioritise and plan own work and work to meet deadlines.  Ability to offer basic telephone advice  Ability to manage a database and produce reports | An understanding of Safeguarding.  Knowledge of structure of community care, health and voluntary sector.  Knowledge of statutory services. | **Application /**  **Interview / Test** |
| **Attitudes & Values** | Committed to the values of Gaddum.  Non–judgmental attitude.  A flexible & positive work ethic.  Demonstration of a commitment to equality and diversity | Understanding of support, advice & guidance. | **Application/**  **Interview** |
| **Others** | Flexible approach to working hours to meet the needs of the service. | Ability, with advance notice, to working evenings & weekends if required by the organisation. | **Application/**  **Interview** |