**Person Specification**

**Job title:** Activities Administrator

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|  | **Essential** | **Desirable** |
| **Experience** | Recent experience of working in a busy office environment with periods of high work load. | Experience of the charity sector |
|  | Experience of working efficiently across multiple projects. | Experience of working with people with additional needs, such as mental ill-health, learning disabilities, etc. |
|  | Experience of delivering responsive and excellent customer service |  |
|  | Recent experience in an administrative role undertaking a wide variety of administrative tasks, including customer contact. |  |
| **Knowledge and Understanding** | Understanding of the difficulties faced by people who experience barriers to accessing services. | Understanding of the kind of datasets/outcomes required by charity organisations and their funders |
|  | Understanding of mental ill-health and recovery. |  |
|  | A good understanding of confidentiality and its importance within an organisation such as York Mind. |  |
|  | A good understanding and personal awareness of managing boundaries in this kind of work setting. |  |
| **Skills and Abilities** | Proficiency in internet research and software packages to an intermediate level: MS outlook, Word, Excel, Access, PowerPoint and bespoke databases |  |
|  | Strong interpersonal skills and ability to work as part of a team |  |
|  | A commitment to equal opportunities |  |
|  | Strong organisational, prioritisation, and time management skills, and an ability to work under your own initiative. |  |
|  | Commitment to undertake training and development to maintain competencies. |  |
|  | Strong verbal and written communication skills, together with an excellent telephone manner. |  |
| **Personal Attributes** | Conscientious approach to service delivery |  |
|  | Non-judgemental, respectful and sensitive approach to people’s experiences and outlook. |  |
|  | Positive attitude towards working as part of a team, including commitment to being proactive in helping create supportive team working |  |
|  | Confidence that you are able to support yourself and be resilient within what can be a demanding and at times, stressful environment. |  |