##

**PERSON SPECIFICATION**

**Administrator**

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| CRITERIA | **ESSENTIAL / DESIRABLE** |
| Education; Training and Experience |  |
| At least 2 years’ experience of secretarial/ administration duties | E |
| Typing skills | D |
| Experience of working in a customer orientated environment | D |
| Ability to manage own workload | E |
| Experience of dealing with clients over the telephone | E |
| Literacy skills | E |
| Numeracy skills | E |
| Computer literate | E |
| An ability to speak / understand the Welsh language | D |
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| **Knowledge** |  |
| An understanding of the role of Care & Repair Agencies | D |
| An awareness and understanding of Equality and Diversity | D |
| Experience of using Databases | D |
| Ability to produce and interpret performance data and trends, including budget monitoring | D |
| An awareness and working knowledge of equal opportunity issues | D |
| An awareness of health and safety issues | D |
| The ability to identify and respond to problems | E |
| A commitment to continuous improvement | E |
| The ability to undertake and tackle sensitive issues | E |