

Person Specification – Wellbeing Administrator

	Essential unless stated
Education & qualifications	<ul style="list-style-type: none"> • Educated to GCSE, Grade C or above (or equivalent) in English and Maths • L2 in Business Administration or L2 Customer Service or equivalent. (Desired)
Knowledge and Experience	<ul style="list-style-type: none"> • Clerical / administrative experience. • Experience of dealing with the public, both on the telephone and in person • Competent IT skills including Virtual platforms, Microsoft Word, Excel, and Outlook • Knowledge of the 5 Ways to Wellbeing. (Desired) • Experience of dealing with clients seeking support with Wellbeing. (Desired) • Working alongside volunteers. (Desired) • Previous experience with charity organisations. (Desired) • Experience of using databases. (Desired)
Job Related Skills	<ul style="list-style-type: none"> • Effective and polite manner when dealing with people, both face to face and on the phone • Able to work under pressure and meet deadlines whilst maintaining a high standard of accuracy • Ability to work on your own, using your own initiative, if required
Personal Skills & values	<ul style="list-style-type: none"> • Pro-active and confident communicator with excellent inter-personal and communication skills (verbal and written) • Genuine passion, empathy, and desire to support clients to lead healthier and happier lives • Confidence to handle difficult conversations with clients
Working conditions	<ul style="list-style-type: none"> • Occasional work outside of 9am to 5pm to support events • Based in our Kingswood office with the possibility of some home working

Last updated: March 2024

Date of next review: March 2024