



Person Specification : Interim Office Administrator

Requirements	Assessment (see note)
A. Education / Qualifications	
1. A level of education appropriate to the job. Desirable	A
2. A relevant qualification in administration.	A
3. European Computer Driving License (ECDL) or equivalent	A
B. Experience	
1. Experience of work in an office environment, and implementing administration procedures.	A
2. Experience of organising events, conferences, and workshops.	A
Desirable	
3. Experience of mental health issues through lived experience, or as a service worker, clinician, or volunteer.	A
4. Experience of dealing with HR administration.	A
5. Experience of monitoring health and safety within an office environment.	A
C. Knowledge / Understanding	
1. Understanding of how to respond to personal symptoms of anxiety and stress.	I
2. Understanding of the principles and practice of confidentiality.	I
3. Understanding of good health and safety practice.	I
Desirable	
4. Knowledge and understanding of mental health primary and secondary care services.	I
5. Knowledge and understanding of basic HR procedures.	I
D. Skills/ Abilities	
1. Excellent interpersonal skills.	P
2. Ability to relate to people with mental health issues.	P
3. Accurate record keeping skills.	P
4. Excellent telephone manner and skills.	P
5. The ability to communicate effectively and to a high standard with a diverse range of people, both in writing and verbally.	P
6. Demonstrate ability to solve problems and overcome obstacles in the course of own work.	P
7. Ability to work to deadlines and prioritise own workload.	P
8. Good IT skills including competence in the use of Microsoft Word, Excel,	P

Powerpoint, Access and Outlook programmes.	
9. Ability to work without close supervision.	P
10. Ability to work efficiently and accurately at all times.	P
11. Able to work under pressure and to respond appropriately to personal symptoms of anxiety and stress.	P
12. Able to work both as part of a team as well as an individual.	P
Desirable	
13. Ability to communicate using Facebook and Twitter	P
14. Ability to work with the Charitylog database.	P
E. Other Requirements	
1. Patience and empathy approach in relating to distressed people.	P
2. Evident commitment to promoting equality and diversity, and non-discriminatory practice.	P
3. Willingness to participate in, and take some responsibility for, continuing professional learning and development	P
4. Commitment to the values of Hillingdon Mind	P
5. Excellent time keeping	P
6. Willing and able to work flexible hours	I

Note:

Assessment will be made at the following points:

A Application

I Interview

P Probation