



**Administration Co-ordinator (HR & Comms)
Person Specification**

Factor	Essential (E) or Desirable (D)
<p>Qualifications</p> <ul style="list-style-type: none"> • GCSEs (or equivalent) in English and Maths (Grades A*-C). • A Levels/ NVQ (or equivalent). • Qualification in Business Administration (or equivalent). • Level 3 CIPD qualification (or working towards). 	<p>E</p> <p>E</p> <p>D</p> <p>D</p>
<p>Experience</p> <p>General</p> <ul style="list-style-type: none"> • Experience of working within a busy & demanding office/service environment. • Experience in customer/client service/liaison. • Experience in communicating with those experiencing distress, face to face or over the telephone. • Experience in maintaining databases. • Experience of multi-tasking and prioritising own workload. <p>HR</p> <ul style="list-style-type: none"> • Experience in supporting the end-to-end recruitment process. • Experience in maintaining personnel records, complying with GDPR guidelines. <p>Comms</p> <ul style="list-style-type: none"> • Experience in working with/ coordinating volunteers. • Experience in collating feedback or case studies from customers/clients/colleagues. • Experience of using social media platforms (Facebook/ Instagram/ Twitter). • Experience in using design programmes, such as CANVA for creating promotional materials. 	<p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>D</p>

Knowledge <ul style="list-style-type: none"> • Knowledge of counselling services. • Excellent working knowledge of MS Word, PowerPoint & Excel. • Knowledge of operation of databases. • Knowledge of GDPR in relation to personnel records. 	D E D E
Skills & Abilities <ul style="list-style-type: none"> • Ability to provide administrative support within a busy office environment • Ability to work on own initiative and manage a complex workload using time effectively • Ability to work to work to deadlines and under pressure • Organise and execute your work in a planned and efficient manner, with reliability, integrity and self-motivation • Ability to input data accurately for statistical information for inclusion in reports 	E E E E E
Personal Qualities <ul style="list-style-type: none"> • Excellent communicator (verbal and written) • Problem solver • Ability to work on own initiative and to use time effectively • Good ambassador and able to promote TDS aims and objectives • Professional attitude and conduct • Flexible working to meet the needs of the administration and management teams • Open to change and new challenges, adaptable, and prepared to explore new ways of working • Ability to work to work to deadlines and under pressure 	E E E E E E E E
Team Working <ul style="list-style-type: none"> • Good team player, proactively dividing and agreeing tasks with other team members and teams • Good at co-operating with other external agencies 	E E
Professional <ul style="list-style-type: none"> • Willingness to undertake Personal Continuous Professional Development (CPD) 	E
Other: <ul style="list-style-type: none"> • Clean Disclosure & Barring (DBS) check • Valid driving licence, own car and ability to travel 	E D