



Person Specification

Job Title: Administrator – Cullum Welch Court

Date Prepared: November 2021

DETAIL	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> ▪ Good Standard of Education (GCSE Maths and English Grade C or equivalent) ▪ European Computer Driving License or equivalent experience 	<ul style="list-style-type: none"> ▪ Business Administration or Customer Care Qualification – C&G or NVQ Level 3 or above
Experience	<ul style="list-style-type: none"> ▪ Minimum of three 3 years' experience in a busy office and/or customer service environment. ▪ An excellent track record in a business administration or customer facing role with evidence of: <ul style="list-style-type: none"> ▪ setting up administrative and financial systems and processes to improve efficiency and effectiveness of the service ▪ providing a high standard of administrative support to a team, including working to deadlines. ▪ setting up meetings, including developing agenda's, minute taking, distribution and ensuring agreed actions are completed and documented by participants. ▪ excellent organisational skills and the ability to use own initiative ▪ experience of successfully working in partnership with other 	<ul style="list-style-type: none"> ▪

	<p>teams to deliver customer focused outcomes.</p> <ul style="list-style-type: none"> ▪ a commitment to a person-centred approach to deliver high quality services to enable people to lead fulfilling and meaningful lives. 	
<p>Specific Skills and Knowledge</p>	<ul style="list-style-type: none"> ▪ Able to evidence: ▪ advanced IT skills (Microsoft Office Applications) ▪ ability to identify and engage with other individuals and teams and organisations to share views and approaches. ▪ appropriately challenges, shares expertise, and can engage in ongoing dialogue with people who live and work at Morden College. ▪ they can work in a team that values and promotes effective and respectful relationships between people. ▪ a well-developed sense of their own behaviour ▪ they are authentically warm, genuine, trustworthy, honest, reliable, consistent, and caring in all their actions. ▪ ability to take personal charge of key issues in their area of responsibility. 	<ul style="list-style-type: none"> ▪
<p>Personal Qualities</p>	<ul style="list-style-type: none"> ▪ Ability to use your imagination to engage others. ▪ Ability to make others smile. ▪ Ability to work from the heart. ▪ Ability to make the most of the time you have, to provide positive social interactions. 	

	<ul style="list-style-type: none"> ▪ To be non-judgemental towards others ▪ Ability to listen and respect others' points of view even if you disagree. ▪ Prepared to challenge yourself to try new things. ▪ Reflect on your own work and give and receive constructive feedback to enable team development. 	
<p>Other Factors</p>	<ul style="list-style-type: none"> ▪ Committed to the Vision and Values of Morden College ▪ Satisfactory DBS check (Enhanced) ▪ Ability to work flexibly to meet the needs of the service ▪ Availability to work occasional unsocial hours ▪ This role requires the postholder to be fully vaccinated against Covid 19 unless clinically exempt. 	

We reserve the right to request sight of the original documentation specified above as proof of education and qualifications.