

Administrator Rehab Team



PERSON SPECIFICATION

Education	
Minimum education of English and Maths GCSE or equivalent	Essential
A Level, HNC, Degree or above	Desirable
Experience	
Experience of working alone and as part of a team	Desirable
Experience of administration / reception / client admin / customer facing role	Desirable
Experience of CRM record keeping	Desirable
Experience of working with people with a brain injury / special needs / challenging behaviour / educational setting / dementia / in distress	Desirable
Experience of volunteering or working in a not-for-profit organisation	Desirable
Experience of health / social care/ benefits system	Desirable
Knowledge and skills	
Excellent communication skills (in-person, telephone, email, zoom)	Essential
Excellent customer facing skills / ability to communicate with a wide range of clients and family members	Essential
Excellent IT (MS Office) skills	Essential
Excellent numeracy and literacy (attention to detail and precise data entry skills)	Essential
Excellent note taking / planning / organisational skills / time management / record keeping	Essential
Ability to translate requests into precise actions for other members of staff	Essential
Personal Qualities	
Reliable with a can-do personality	Essential
Ability to maintain strict confidentiality	Essential
Flexible, adaptable, self-motivated	Essential
Caring and ability to show empathy to those with brain injury and their families	Essential
Good listener and non-judgemental	Essential
Able to work on own and as part of a team	Essential
Calm in the face of crisis or when dealing with people in distress	Essential
Clear speaking voice	Essential
Patience when repeating information or relaying it in different ways.	Essential
A passion for helping others and solving problems	Essential
A sense of humour	Essential
An interest in learning about brain injury and its effects on individuals and families	Essential
Willingness to learn, develop and adapt with the charity if the opportunity arises	Essential