

Person Specification: Administrative Assistant

(A) = will be assessed on the application form (B) = will be assessed at interview

Criteria	Essential	Desirable
Education & qualifications	<ul style="list-style-type: none"> A good general standard of education including as a minimum GSCE or equivalent in English language and Mathematics (A) 	<ul style="list-style-type: none"> ECDL/ICDL or equivalent Certification of Digital Literacy
Experience	<ul style="list-style-type: none"> Experience of administration or reception duties in a health or social care related setting (A&B) Experience of using all Microsoft Office applications, including Word, Excel, Outlook, Powerpoint and Publisher (A) Experience of maintaining records using contact databases and appointment systems Experience of taking minutes (A&B) 	<ul style="list-style-type: none"> Experience of being a volunteer or working for a voluntary organisation (A&B) Experience/understanding of the effects of living with mental distress – either personal or supporting someone else (B)
Skills & Abilities	<ul style="list-style-type: none"> Excellent team working skills and the ability to work well as part of a diverse and dispersed team (A&B) Excellent organisational skills, with a track record of delivering thorough and methodical performance against targets and deadlines (A&B) Excellent relationship management skills, including internal and external stakeholders (A&B) Excellent listening and interpersonal skills and the ability to communicate effectively with a wide range of people in person and on the telephone (A&B) Clear and concise written communication skills (A) 	

	<ul style="list-style-type: none"> • The ability to problem solve and to deal sensitively and effectively with difficult situations and people who may be upset (A&B) • Manage professional boundaries and uphold confidentiality (A&B)
Knowledge	<ul style="list-style-type: none"> • Knowledge of mental health and community support services/organisations in Flintshire & Wrexham (A&B) • Knowledge of common mental health problems and potential issues that people may bring (B)
Personal qualities & value systems	<ul style="list-style-type: none"> • A person-centred approach with a non-judgemental positive attitude and empathy with people experiencing mental distress (B) • Committed to promoting social inclusion and challenging discrimination, with a good knowledge of equality issues. (B) • An enthusiastic self-starter who is able to take the initiative when needed, manage their own workload (B) • Positive about working as part of a team (B) • Values and respects clients and can maintain confidentiality (B) • Able and willing to embrace Mind's mission, values, policies and procedures(B)
Other	<ul style="list-style-type: none"> • This post may involve occasional Saturday working. (B) • This post is office based in our Wellbeing Centre, Mold (subject to prevailing Covid restrictions)