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**Person Specification**

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| **Office Manager** |
|  | **Essential / Desirable** | **When Assessed**Application Form (AF)Interview (I) |
| **Qualifications:** |
| English and Maths GCSE at grades C or above (or equivalent qualification) | E | AF |
| Recognised qualification in computer skills.Recognised qualification in HR  | D | AF |
| **Skills and abilities:** |
| Excellent communication and interpersonal skills, both written and verbal | E | AF / I |
| Strong administration skills including thorough attention to detail, resourcefulness, effective time management, ability to prioritise competing demands and meet deadlines  | E | AF / I |
| Ability to develop and maintain appropriate professional relationships and represent the organisation.  | E | AF / I |
| An enthusiastic approach to learning and an ability to develop knowledge, skills and apply these to the role | E | AF / I |
| **Knowledge:** |
| Excellent knowledge and competence in the use of Microsoft Word, Excel, Outlook, Teams, Zoom and basic database systems.  | E | AF / I |
| Excellent knowledge and competence in the use of relevant data bases, administrative and reporting systems  | E | AF / I |
| Sound understanding of HR and experience of competently using HR systems and processes  | D | AF / I |
| A sound understanding of confidentiality and safeguarding and ability to recognise and report safeguarding concerns in a timely and appropriate way in line with Speak Up’s guidance and statutory legislation. | E | AF / I  |
| Knowledge of voluntary sector, local community groups and statutory/health organisations | D | AF / I  |
| **Personal Qualities / Style / Motivation** |
| Self-aware with good emotional resilience. Be open to change in line with the needs of the service/ organisation. | E | I |
| Demonstrates an empathetic approach and good active listening skills. | E | I |
| Self-motivated with a commitment to continued personal development, learning and reflective practice. | E | AF / I |
| Commitment to WVA’s values. | E | I |