

## Person Specification: Casework Administrator

Criteria	Essential or Desirable	Short listing criteria or Interview Criteria
<b>Knowledge</b>		
Knowledge of Microsoft Office applications and good ICT literacy	Essential	S
Knowledge of Sage accounting software (or similar) and willingness and ability to learn how to use our financial systems	Essential	S/I
<b>Skills</b>		
Able to prioritise and carry out administrative tasks independently and work alone when necessary	Essential	I
Shows initiative and takes personal responsibility for completing tasks	Essential	I
Excellent communication skills including good telephone manner and ability to deal sensitively with distressed or angry service users	Essential	I
Able to write clearly, with correct grammar and punctuation	Essential	S/I
Basic bookkeeping and accounting skills	Essential	S/I
Able to use, maintain and update a database	Essential	S/I
Able to speak a community language of east London	Desirable	S/I
<b>Experience</b>		
Previous experience of administration (paid or unpaid work) including: drafting of correspondence; financial management; record keeping; databases	Essential	S/I
Experience working with volunteers	Desirable	S/I
Experience of mediation, conflict resolution and/or community work	Desirable	S/I
<b>Qualifications</b>		
No specific qualifications are required but a reasonable level of literacy and numeracy is required		

## Circumstances

This is a new post and will be based at our Tower Hamlets office (address below)

This post is advertised at 21 hours a week, but we will positively consider applications from part time workers and job sharers

Flexible working hours are available for this post, by negotiation

There is an occasional requirement for evening and weekend work in this job

No overtime will be paid but a time off in lieu (TOIL) system is in place

Updated: April 2011