



Gofal a Thrwsio ym Mhowys  
Care & Repair in Powys

## Person Specification – Administrator (Marketing)

	Criteria	
	Essential	Desirable
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience delivering a customer-focused service</li> <li>• Experience of working in an office environment</li> <li>• Experience of working for a third sector / voluntary organisation.</li> <li>• Experience of developing and using computer database systems and Excel spreadsheets to plan, organise and monitor work.</li> <li>• Experience of managing and regularly using digital communications channels, eg Twitter, Facebook, YouTube.</li> <li>• Experience of planning and attending organised events, eg conferences, exhibitions</li> </ul>	/	/
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the aims of Care &amp; Repair in Powys</li> <li>• An understanding of the importance of monitoring the progress of works against agreed schedules and timescales</li> <li>• Knowledge of issues facing older and disabled people in regard to living independently at home</li> <li>• Understanding of safeguarding issues relating to the protection of vulnerable adults</li> </ul>	/	/
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills in English</li> <li>• Be able to hold simple conversations in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 1</li> <li>• Be able to hold simple conversation in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 2 or above</li> <li>• Flair for marketing and social media</li> <li>• Ability to use ICT and databases</li> <li>• Ability to be self-motivated, work under pressure and to organise and prioritise work effectively</li> <li>• Ability to follow laid down procedures as well as willingness to suggest changes to improve systems</li> <li>• Full driving licence with access to car</li> </ul>	/	/
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• A good general standard of education (eg minimum of 5 GCSEs at Grade C or above, to include Maths and English, or equivalent)</li> <li>• Relevant administration, IT or Marketing qualification such as NVQ Level 2 Business Administration or</li> </ul>	/	/

Customer Service <i>Relevant experience may be considered in place of a qualification.</i>		
<b>Personal Qualities:</b> <ul style="list-style-type: none"> <li>• Demonstrates empathy with older and disabled people</li> <li>• Demonstrates ability to contribute to the work of the team by being flexible and sharing tasks as required</li> <li>• To use a creative and innovative approach and be proactive and dynamic at all times</li> <li>• Demonstrates personal integrity and an ability to maintain confidentiality</li> </ul>	/	/
<b>Other requirements:</b> <ul style="list-style-type: none"> <li>• Able on occasions to work outside of normal working hours</li> <li>• Actively promotes and shows commitment to equality and diversity in all aspects of the work of the Agency</li> </ul>	/	/

November 2023