

Operational Administrator Job Specification

Criteria	Description	Essential	Desirable	Assessment Method
Personal Qualities	A self-motivated individual, good at multi-tasking, working under pressure, enjoys learning and putting into practice new knowledge and skills, a team player who is also good at working on own tasks to agreed deadlines	Y		Application / Interview
	Ability to communicate with all stakeholders and adjust that communication for client, families, carers, managers and other professionals. This includes verbal, non-verbal and written communication	Y		Application / Interview
	Ability to demonstrate personal accountability, emotional resilience and work well under pressure and multi-tasking to meet strict deadlines	Y		Interview
	A good understanding of managing the day-to-day tasks of running an efficient office. Being able to think on your feet and find solutions to problems	Y		Application / Interview
	Ability to work with staff and managers to provide a culturally sensitive service to the diverse communities of the borough we operate in	Y		Application / Interview
	Ability to express empathy and sympathy and the ability to actively listen and be non-judgemental	Y		Interview
	Understanding of, and committed to equality, diversity and inclusion	Y		Application / Interview
	Understanding of, and contributing positively to, positive workplace culture	Y		Interview
	Ability to learn and understand inhouse systems.	Y		Interview
Experience	Experience of working as an administrator in a busy office.	Y		Application / Interview
	Experience of working as part of a team, supporting others, sharing knowledge and experience. Contributing to team discussions and actively finding solutions	Y		Application / Interview
	Experience of Using Microsoft Office software products	Y		Application / Test
	Experience of managing data, producing and presenting data reports, working toward KPIs.	Y		Application / Test

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	Experience of dealing with sensitive issues including resolving complaints and supporting clients that may be frustrated or upset.	Y		Application / Interview.
Skills / knowledge	Excellent Communication skills (verbal, non-verbal and written). You will also have the ability to tailor your communication and adapt your delivery to ensure that you are making yourself understood to various audiences	Y		Application / Interview / Test
	Level of spoken and written English to be, at minimum Advanced standard. [Excellent, Advanced, Good, Intermediate, Beginner]	Y		Application / Interview
	Understanding and ability to speak the Hindi language will be advantageous to this job role, based on the majority of our client's language and cultural background, as Hindi is understood / spoken widely across some Asian countries and (Bangladesh, India, Nepal, Pakistan, Singapore, Middle East)		Y	Interview
	Excellent IT skills, understanding of confidentiality, the Data Protection Act and GDPR	Y		Application / Test
	You will have knowledge of Safeguarding, Care legislations and CQC standards	Y		Application / Interview
	Skills and knowledge on how to support and constructively challenge colleagues		Y	Interview
Location	Lives in London borough of Newham or bordering boroughs	Y		Application / Interview
Qualifications	Any administration and or IT related training or qualifications		Y	Application / Interview
Compliance	Enhanced DBS check	Y		Job offer subject to
	Right to Work in the UK	Y		
	References	Y		