



**Administrator**

**Shore House**

**sussex Person Specification**

**Ref: 784**

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## **Person Specification**

### **Essential Experience:**

- 1) Reception experience, including using and developing office systems and procedures.
- 2) Experience of keeping and monitoring financial records.
- 3) Experience providing administrative support to a wider team.

### **Essential Skills / Ability / Knowledge:**

- 4) Ability to relate well to a variety of people using good communication and inter-personal skills both face to face and using the telephone.
- 5) Computer literate with a high working knowledge of databases and Microsoft Office programmes including Word, Outlook, Excel and Access.
- 6) Good working knowledge of the Housing Benefit system and Rent Collection procedures.
- 7) Ability to organise own workloads and work independently and pro-actively.
- 8) Empathy with people with mental health & complex support needs and the ability to deal sensitively with clients in distress.

### **Other / Desirable:**

- 9) Knowledge and/or experience of statistical monitoring methods and practice.
- 10) Commitment to BHT Sussex's value of Equality, Diversity and Inclusion.