**EDAN Lincs Domestic Abuse Service**

**Refuge Administrator**

Person Specification

| **Essential** | **Desirable** |
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| **Knowledge and Experience** | |
| A minimum of 2 years relevant business support or administration experience. |  |
| Proven skills and appropriate qualifications (e.g. RSA Typing/Word Processing Skills or equivalent, NVQ). |  |
| Good standard of basic education (e.g. at least 4 GCSE’s at grade A-C, including Mathematics and English, or equivalent). |  |
| Experience of using Windows based packages such as Microsoft Office, Word, Excel etc. |  |
| Experience of dealing with the public in either a face to face, telephone or written capacity. |  |
|  | Experience of working with statutory and/or voluntary and community organizations. |
| Experience of reception work |  |
| **Skills and Abilities** | |
| Ability to utilize IT systems effectively |  |
|  | A knowledge and understanding of the effects of domestic violence on women and children |
| Experience of working to the requirements of a range of funding bodies, collating and appropriate data |  |
| Build and maintain excellent working relationships with team members and contribute to team development. |  |
|  | Demonstrates problem solving capabilities |
| Able to work on own initiative |  |
| Ability to manage own performance within defined areas of responsibility and prioritize own workload.  Ability to communicate with relevant parties |  |
| Ability to present work accurately, of high quality and to specific deadlines. |  |
| **Attitudes** | |
| Commitment to the human and legal rights of children and vulnerable young people. |  |
| Commitment to equal opportunities and the diverse needs of young people. |  |
| Act with integrity and respect when working with all clients, agencies and individuals. |  |
| Recognition of the complex nature of domestic abuse and commitment to acknowledging the unique nature of each case. |  |
| Willingness to undertake training as specified by EDAN Lincs. |  |
| **Competencies** | |
| Managing competing demands |  |
| Ability to produce high quality work under pressure and to specific deadlines |  |
| Good written and verbal skills. |  |
| A flexible and responsive approach to work |  |