

PERSON SPECIFICATION

POST: Administrator / Coordinator - Clinical Volunteers

	Essential Criteria	Desirable Criteria	How & When
Education / Qualification	<ul style="list-style-type: none"> GCSE grade C or above or equivalent in Maths and English. 	<ul style="list-style-type: none"> Volunteering related qualifications. Customer care qualifications. Administrative related qualifications. 	Application form Certificates
Skills / Abilities	<ul style="list-style-type: none"> Well developed communication skills. Ability to work with a range of colleagues. Excellent organisational skills. Customer care skills. Good IT skills. 	<ul style="list-style-type: none"> Benchmarking and data analysis skills. 	Application form Assessment centre References
Experience	<ul style="list-style-type: none"> Experience in an administrative role. Stakeholder management, working with others to solve problems. 	<ul style="list-style-type: none"> Experience of delivering induction/training to individuals. Experience in recruiting and supporting staff/volunteers. Experience of working in a healthcare environment. 	Application form Assessment centre
Knowledge	<ul style="list-style-type: none"> Microsoft Office, internet. Knowledge and understanding of Equality and Diversity issues. 	<ul style="list-style-type: none"> An appreciation of the principles of palliative care and the needs of patients with a life-limiting illness and their families. Good practice in matters of volunteer processes. 	Application form Assessment Centre References
Motivation and personal attributes	<ul style="list-style-type: none"> Able to contribute to LOROS' values and behaviours. Able to work on own initiative. 	<ul style="list-style-type: none"> Ability to motivate others. A sound understanding of the 	Assessment centre References



Being there for *you*
and *your family*

	<ul style="list-style-type: none">• Team player.• Empathic.• Able to work flexibly to include evenings and weekends.• Reliable.• Willingness to learn and develop new skills.	<p>principles of confidentiality, in particular the legislation and requirements relating to the handling, storage and transfer of data.</p>	
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