

PERSON SPECIFICATION

POST: Gardening Administrator

Please ensure that you show how you meet the following requirements when completing your application form.

ESSENTIAL REQUIREMENTS

Essential skills and experience:

- Strong administrative and organisational skills with attention to detail.
- Excellent customer service and communication skills, both written and verbal.
- Competent in Microsoft Office (Excel, Word, Outlook) and database management.
- Ability to work independently while also being a team player.
- Ability to maintain systems that support operational activities and that are linked to customer focused service delivery.
- Ability to prioritise own workload.
- Ability to identify potential improvements to processes and documentation and their implementation.
- Ability to resolve matters arising in a calm and professional manner.
- Ability to ensure that the highest standards of quality & customer care are achieved and demonstrated through administration systems.
- Experience of being part of a team in a customer-facing environment, with an emphasis on excellent customer service.

Desirable skills:

- Experience in a similar role within a charity or service-based organisation.
- Experience in scheduling and coordinating services efficiently.

Other specific requirements:

- Commitment to and understanding of personal responsibilities with regards to Health and Safety and Data Protection requirements.
- Ability to maintain strict confidentiality at all times.
- Knowledge of Equality & Diversity issues and other relevant legislation in regard to self and colleagues.
- A commitment to all work-related training as required.