

Information & Admin Officer – Person Specification

Knowledge/Experience	Essential (E)/ Highly Desirable (HD)/ Desirable (D)
Experience of working with the public, particularly providing information	E
Good-Advanced knowledge of Excel	E
Experience of working remotely in a team using MS Teams, email, WhatsApp	E
Experience of living or working in the Surrey geography	E
Experience with a Webex (or online) phone systems	HD
Experience of engaging with people with differing communication needs	HD
Experience of producing content for reports/social media /websites	HD
Experience of using Outlook to organise meetings with multiple attendees	HD
Experience of presenting to small groups	D
Experience/understanding of the NHS and Social Care in a Surrey context	D
Skills and Abilities	
Ability to relate to a diverse range of people and confident talking to people.	E
Ability to work with external stakeholders, to create and maintain relationships	E
Ability to use sensitive, empathetic listening and questioning to get to the root of the issues and empower clients	E
Good presentation and written skills	E
Organised, able to prioritise, with excellent time management skills	E
Well-developed IT skills	E
Problem solving/analytical skills, able to be tenacious in hunting down information and solutions when necessary	E
Ability to prioritise own workload	E
Ability to work independently, and as part of a team	E
Attention to detail	E
Personal Qualities	
Desire to improve health and care services based on feedback from the public	E
Self-motivated and proactive	E
Flexible and adaptable	E
Confident, outgoing, persuasive and enthusiastic	E
Resilient and able to create/manage boundaries	E
Tenacious	E