

**ACL Administrator**

**Person Specification**

**Role:** Administrator – Full Time

**RESPONSIBLE TO**: Head of Learning and Community Development (HLCD)

**JOB PURPOSE**: Responsible for supporting the Head of Learning, Learners and independent Tutors with the delivery of Adult Community Learning within Open Age.

**ESSENTIAL SKILLS AND EXPERIENCE:**

* Minimum of 3 years’ experience as an administrator
* Excellent admin skills and attention to detail
* Excellent interpersonal, time management and communication skills
* Ability to organise and prioritise own workload, working flexibly and pro-actively
* Ability to work as part of a team
* Knowledge of using a variety of software packages such as Microsoft Word, Outlook, etc., and a strong familiarity with data entry
* Excellent listening skills, combined with patience and an empathy with older people in order to engage with them and meet their needs
* Sensitivity to difference and diversity among users, and a commitment to putting equal opportunities principles into practice
* Ability to navigate the complexities of supporting Open Age’s work across multiple venues

Desirable qualities and skills

* Experience of working with agencies from both the statutory and voluntary sector
* Awareness of issues affecting the lives of people over 50 and a commitment to Positive Ageing