**Linden Lodge School**

**Therapy Administrator**

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| **Education and Training** | | | |
| **Essential Criteria** | | **Desirable Criteria** | |
| Good standard of education |  | RSA typing/WP Stage 2 qualification or equivalent |  |
| Accurate typing of a reasonable speed, able to minute take and accurate document necessary items |  | ECDL or equivalent qualification in IT skills |  |
| Experience of using Microsoft Office i.e. Word, Excel, Outlook |  | Degree or equivalent qualification |  |
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| **Achievements and Experience** | | | |
| **Essential Criteria** | | **Desirable Criteria** | |
| Experience working in an office/clinic/ school environment in an administrative, support or secretarial role |  | Experience processing items on ordering systems |  |
| Experience of diary management and organisation of events/meetings |  | Experience organising courses and events |  |
| Experience of working in a similar role either within the NHS or in private practice. |  |  |  |
| Experience of using IT systems to support administration |  |  |  |
| Proven track record undertaking administrative roles effectively |  |  |  |
| Experience working within a multi-disciplinary team |  |  |  |
| Awareness of the principles of safeguarding and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people |  |  |  |
| **Skills & Abilities** | | | |
| **Essential Criteria** | | **Desirable Criteria** | |
| Knowledge of Microsoft Word, Excel and Email |  |  |  |
| Awareness of need for confidentiality and respecting dignity of clients |  |  |  |
| Understanding of issues faced by people with physical disabilities |  |  |  |
| Awareness of need for confidentiality and respecting dignity of clients |  |  |  |
| Awareness of effective Teamwork |  |  |  |
| Exceptional communication skills both written and verbal. |  |  |  |
| Ability to organise and prioritise tasks effectively. |  |  |  |
| Ability to show tact and diplomacy when required especially when face with challenging situations. |  |  |  |
| Ability to remain resilient when working within busy environment and emotionally challenging meetings/hearings |  |  |  |
| Ability and experience of maintaining professional boundaries |  |  |  |