



## Person Specification: Centre Manager

CATEGORY	JOB REQUIREMENTS
<b>Qualifications &amp; Training</b>	At least 5 GCSEs at A - B grade (including Maths and English) or equivalent.
<b>Experience</b>	Experience of office management, including liaison with suppliers and contractors. Experience working as an administrator in a public facing role.
<b>Skills, knowledge &amp; Abilities</b>	<p><b>Communication</b> Ability to communicate with a wide range of people from different social/economic backgrounds Ability to communicate professionally verbally and in writing Ability to produce written reports, meeting minutes and briefing notes Ability to engage with people professionally in person and telephone who may be distressed</p> <p><b>Finance</b> To have a high level of numeracy, including the ability to collate and analyse numerical data The ability to prepare and manage budgets and communicate financial information to staff The ability negotiate with, and get the best value from suppliers</p> <p><b>IT</b> Ability to use Microsoft packages, specifically Word, Excel and PowerPoint Ability to liaise with icap's IT partners over technical issues and ensuring IT systems and equipment is maintained at a high standard minimising down time</p> <p><b>Administration</b> Excellent organisational and time management skills Ability to design, implement and maintain office and administrative systems Ability to monitor and ensure compliance with Fire and health &amp; Safety procedures.</p> <p><b>HR</b> Knowledge of recruitment processes and ability to lead on the recruitment of staff and volunteers Experience of providing line management to one or more staff/volunteers Ability to prepare induction and training programmes for staff and volunteers Ability to keep accurate and up to date personnel files in accordance with data protection.</p>
<b>Personal Attributes</b>	Understanding of the need for confidentiality and sensitivity when working within a counselling and therapeutic environment To have a willingness to work flexibility, responding to changing levels of demand To have a positive and flexible approach to the role Demonstrable commitment to icap's diversity and equal opportunities policies.
<p><b>OTHER</b> The position will be subject to a Disclosure and Barring Service (DBS) check and receipt of two satisfactory references.</p>	