

**Person Specification**

**Safeguarding Assistant and Administrator**

**Essential:**

1. **Interpersonal and communication skills**
* High levels of discretion and confidentiality
* Good interpersonal skills and able to maintain good relationships inside and outside the office
* Able to communicate effectively across a range of staff and volunteers
* Good spoken and written English communication skills
* Polite and friendly telephone manner
* Able to deal with difficult people or situations calmly
1. **Working on own initiative and teamwork**
* Able to follow safeguarding procedures related to referrals and allegations
* Flexible and able to work as part of a team
* Able to prioritise a range of tasks
* Able to work on own initiative with a high level of autonomy
* Able to meet deadlines
1. **Administrative and organisational skills**
* Excellent administrative and organisational skills
* High levels of accuracy and attention to detail in record keeping
* Able to persevere in collecting missing information
1. **Computer literacy and written communication**
* Computer literate and able to use MS Office and Teams (including Excel, Word, Outlook, One Drive, SharePoint)
* Accurate data inputting
* Basic numeracy
1. **Knowledge**
* A working knowledge of safeguarding issues
* A working knowledge of the Disclosure and Barring Service system, covering England and Wales. Able to learn about other criminal record check services in Scotland, Northern Ireland and Republic of Ireland

**Desirable:**

* Some knowledge of the RSCM’s work and outreach