



Person Specification	
Job Title	Communications, Customer Care and Business Administrator
Band	Agenda for Change Band 3
Hours	0.5 wte (19 hours per week)
Reports to	Project Manager
Work base	Hybrid working – Spring Farm Business Park, Moss Lane, Crewe and home based

	Essential	Desirable	Method of Assessment (Application/ Interview/ Assessment)
Qualifications	<ul style="list-style-type: none"> • 5 x GCSEs at grades A-C or above/ grade 5 or above (including English Language) • BTEC or Level 3 NVQ in a relevant subject • Or equivalent level of qualification/ equivalent previous proven experience 	<ul style="list-style-type: none"> • Recognised customer care/communication skills qualification. 	Application
Knowledge	<ul style="list-style-type: none"> • Microsoft applications including MS Teams • Managing digital media on a range of platforms including LinkedIn, Bluesky, Facebook, Instagram, etc. • Managing website content using WordPress • Design/publishing software e.g. Canva • Awareness of accessibility in Communications • Current media landscape 	<ul style="list-style-type: none"> • Understanding of Public Health, Health Care, Third Sector or Palliative Care Sectors 	Application/ Interview/ Assessment

	<ul style="list-style-type: none"> • Managing Mailchimp databases and mailing lists to support marketing activities • Principles of Data Protection legislation • Principles of excellent customer care 		
Skills Capabilities & Attributes	<ul style="list-style-type: none"> • Excellent written and interpersonal communication skills • Visual/graphic design skills • Attention to detail • Problem solving skills • Calm and efficient manner • Good time keeping • Ability to work on own initiative and under pressure • Ability to work effectively as part of a team • Flexible to changing working environments • Commitment to continuing professional development 	<ul style="list-style-type: none"> • Basic HTML coding • Experience of working with external designers and photographers 	Application/ Interview/ Assessment
Other	Car driver/ means of independent travel to various work settings across a wide geographical area		Interview