

Person Specifications

Essential Experience

- Experience working in a busy office, operations, administration or support environment.
- Experience handling confidential and sensitive information appropriately.
- Experience supporting colleagues across different teams and functions.
- Experience managing competing priorities and working to deadlines.
- Experience implementing or improving administrative processes and systems.

Essential Knowledge

- Understanding of the importance of accurate record keeping and data integrity.
- Understanding of confidentiality, GDPR and information security requirements.
- Awareness of the role technology plays in improving efficiency and service delivery.
- Understanding of professional boundaries and accountability in the workplace.

Essential Skills and Abilities

- Ability to analyse information and identify trends, issues and opportunities for improvement.
- Ability to learn new systems, software and technologies quickly.
- Strong communication skills with the ability to explain processes and systems clearly to colleagues.
- Ability to work independently while also contributing positively to a team environment.
- Ability to maintain high levels of accuracy whilst working at pace.
- Ability to use initiative and make sound decisions within agreed parameters.
- Ability to manage change and adapt to evolving organisational needs.

Personal Attributes

- Highly organised and methodical approach to work.
- Proactive and solutions-focused mindset.
- Positive, flexible and willing to support others.
- Reliable, trustworthy and discreet.
- Commitment to continuous improvement and learning.
- Commitment to the values and mission of Noa Girls.
- Genuine interest in supporting a charity working with girls and young women.

Desirable

- Experience working within the charity, education, social care or voluntary sector.
- Experience supporting reporting requirements for funders, trustees or senior management.
- Experience or interest with working with databases.
- Knowledge or interest of safeguarding principles when working within organisations supporting vulnerable people.
- Experience or interest using AI tools to improve productivity, reporting or administrative processes.