

**PERSON SPECIFICATION**

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| **Experience** |
| Experience of working in a busy office with a strong customer service ethos  | Essential |
| Ability to work effectively within and between teams to achieve common objectives |
| Experience of working on their own initiative, managing own workload and work well as part of a team. |
| Experience of using systems for data entry and reporting |
| Experience of providing co-ordination and administrative support |
| Experience of basic Human Relations processes | Desirable |
| Experience of book keeping/basic accounts keeping and spreadsheets | Desirable |
| **Knowledge and Skills** |
| Ability to communicate with a wide range of people including service users/members, volunteers, staff, and other organisations. Excellent written and verbal communication skills | Essential |
| High standards of accuracy and attention to detail  |
| IT skills including the use of Microsoft Office, Google Suite and Social Media |
| Strong organisational skills with a systematic approach to problem solving  |
| Excellent time management skills with the ability to prioritise, plan and organise day to day activities ensuring that deadlines and objectives are achieved  |
| Good interpersonal skills, confident and professional telephone manner  |
| Excellent customer service skills  |
| Ability to plan proactively and to monitor outcomes |
| Knowledge of accountancy packages and/or book keeping | Desirable |
| Knowledge of Quickbooks | Desirable |
| **Values** |
|  | EssentialDesirable |
| Approachability, and the importance of having empathy with staff, volunteers and members |
| An understanding of mental health issues |
| **Other** |
| A team player with a positive outlook and strong work ethic | Essential |
| The ability to use own initiative and know when to seek advice |
| Acts with professional integrity at all times | Essential |
| Committed to high standards of quality and seeks to improve systems and processes | Essential |
| Ability to develop and maintain strong, effective and professional working relationships | Essential |
| Flexible and receptive to change | Essential |
| Treat people fairly and respectfully | Essential |