

Person Specification

KNOWLEDGE/ WORK SKILLS:

Essential:

Computer literate
Good knowledge of Microsoft Office
Good keyboard skills
Basic understanding of accounting packages

Desirable:

Understanding of Sage 50 Cloud
Understanding of databases and operating systems
Knowledge of the not-for-profit sector

GENERAL SKILLS/ ATTRIBUTES:

Essential:

Professional manner and good work ethic
Good communication skills, both oral and written
Good organisational skills and an excellent attention to detail
An ability to work to deadlines and targets
An ability to organise workload and multitask
An ability to work using own initiative but also effectively as a team member
An ability to work effectively with people across a wide range of levels and responsibilities
Enthusiastic with a willingness to learn new skills
A commitment to maintain high member care standards

Core Skills:

Communication (verbal & written)
Problem Solving
Information & communication Technology
Team working
Customer service

EXPERIENCE:

Essential:

Working within an office environment
Good knowledge of Microsoft Office, in particular Outlook and Excel
Proven experience of dealing with telephone queries
Proven experience of using accounting packages

Desirable:

Maintaining records within a CRM system
Basic knowledge of Sage Accounts
Previous experience in a similar role and or accounts department
Knowledge of office equipment – scanner, photocopier, franking machine, printers etc.
Key holder responsibilities

EDUCATION:

Essential:

Nat 4/5 in Maths and English (Standard Grade or equivalent)

Desirable:

Whilst it would be desirable to have a formal education this is not essential, if you can demonstrate equivalent experience and you are able to communicate and express yourself clearly and succinctly in written and spoken English.

QUALIFICATIONS:

Essential:

Nat 4/5 in Maths and English (Standard Grade or equivalent)

Desirable:

Microsoft Office qualifications
AAT Level 1 – 4 or equivalent