

Person Specification

KNOWLEDGE/ WORK SKILLS:

Essential:

Computer literate
Good knowledge of Microsoft Office
Good keyboard skills

Desirable:

Understanding of Adobe Acrobat
Understanding of databases
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 customer care standards

Core Skills:

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

EXPERIENCE:

Essential:

Experience in customer service and / or administration is essential
Good knowledge of Microsoft Office, in particular Outlook and Word
Proven experience of dealing with telephone queries

Desirable:

Working within an office environment
Maintaining records within a CRM system
Basic knowledge of Sage Accounts
Stock management
Knowledge of office equipment – scanner, photocopier, franking machine, printers etc.
Key holder responsibilities

EDUCATION:

Essential:

Nat 4/5 (Standard Grade or equivalent)

Desirable:

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

QUALIFICATIONS:

Essential:

Good standard of education - 3 standard grade or equivalent to include English and Maths

Desirable:

Microsoft Office qualifications