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| **Person specification – TO/Admin Assistant** |
| **Criteria** | **Essential** | **Desirable** | **How assessed** |
| 1. Skills/abilities | Good IT skills, in particular experience of using Microsoft Access and Outlook packages | Ability to use MS Office packages including e-mail, fax machineand printers.Computer literateBasic pc, printer & fax troubleshooting | Application Form, test |
|  | Excellent, compassionate telephone manner | Experience of working with families, children and health and social care professionals | Application form, Interview |
|  | Ability to multi-task and remain calm in difficult situations | Self-starter with pro-active attitude | Application form, Interview |
|  | Ability to prioritise workload, make decisions with strict attention to detail |  | Application form, test |
|  | Commitment to providing excellent customer service with work colleagues and external agencies | Experience of customer focussed environment/ Customer Service Qualification | Application form, interview |
| 2. Knowledge | Sound knowledge of Microsoft Office suite & Windows | Experience of office systems, knowledge of children’s health needs and volunteering issues | Application Form, interview |
| 3. Qualifications/education/training | Five GCSEs (grade C or above) or equivalent including English & Maths | Undertaken training in computers and software packages such as Windows or ECDL (or equivalent) | Application Form, test |
| 4. Experience | Experience of working in an office environment  | Knowledge of charitable organisations/volunteeringExperience of working in a small organisation  | Application Form, interview |
| 5. Other requirements | Flexibility to work additional hours to cover staff absence and sickness | Knowledge of social media platforms | Application Form, interview |
|  | Willingness to undertake relevant Data Protection, Safeguarding and First Aid at Work Training |  | Application Form, interview |