

**Person Specification**

**Post:** Volunteer Support Administrator

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|  | Essential | **Desirable** | **How Assessed** | **Office Use** |
| Qualifications **and Experience** | 5 GCSEs (or equivalent) at level C or above including Maths and English  Experience of working with Microsoft Office suite, Outlook and databases  Experience of working in a busy office environment | Experience of working with volunteers | Application/Certificates  Application/Certificates  Application /Interview |  |
|  | **Essential** | **Desirable** | **How Assessed** |  |
| **Skills and Ability** | Time management skills  Organisational Skills  Able to work accurately and methodically while also being able to respond to requests that require immediate action |  | Application/interview  Application/interview  Interview |  |
|  | **Essential** | **Desirable** | **How Assessed** |  |
| **Knowledge** | Thorough working knowledge of Microsoft Office suite:  Word processing – including tables, letters, mail merge  Spread sheets – including inputting and manipulating data  Database – including inputting data, creating queries, forms, tables, reports  Outlook – including email, diary management  The ability to manage databases (Better Impact) and filing systems | Knowledge of HR/Volunteer administration | Certificates  Application  Interview exercise |  |
|  | **Essential** | **Desirable** | **How Assessed** |  |
| **Personal Attributes** | Excellent verbal and written communication skills  Resilience and resourcefulness in the face of very challenging work  The ability to use own initiative and work independently or as part of a team  A professional, empathetic and confidential approach when dealing with volunteers and staff with the ability to remain calm in difficult situations |  | Application  Interview  Application  Interview  Application  Interview  Interview  Interview  Interview |  |