**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 EnglishExperience of working with Microsoft Office suite, Outlook and databasesExperience of working in a busy office environment | Experience of working with volunteers  | Application/CertificatesApplication/CertificatesApplication /Interview |  |
|  | **Essential** | **Desirable** | **How Assessed** |  |
| **Skills and Ability** | Time management skillsOrganisational SkillsAble to work accurately and methodically while also being able to respond to requests that require immediate action |  | Application/interviewApplication/interviewInterview |  |
|  | **Essential** | **Desirable** | **How Assessed** |  |
| **Knowledge** | Thorough working knowledge of Microsoft Office suite: Word processing – including tables, letters, mail mergeSpread sheets – including inputting and manipulating dataDatabase – including inputting data, creating queries, forms, tables, reportsOutlook – including email, diary managementThe ability to manage databases (Better Impact) and filing systems | Knowledge of HR/Volunteer administration | CertificatesApplication Interview exercise  |  |
|  | **Essential** | **Desirable** | **How Assessed** |  |
| **Personal Attributes** | Excellent verbal and written communication skillsResilience and resourcefulness in the face of very challenging workThe ability to use own initiative and work independently or as part of a teamA professional, empathetic and confidential approach when dealing with volunteers and staff with the ability to remain calm in difficult situations |  | ApplicationInterviewApplication InterviewApplication InterviewInterviewInterviewInterview |  |