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|  | **ESSENTIAL** | **DESIRABLE** |
| **Experience and qualifications**  | * Qualifications /training in IT & administration
* Experience of using and managing a database
* Experience of office administration systems
* Experience of Office365, Excel
 | * Experience of working in the charitable sector
* Experience of working with services for families
* Experience of working with volunteers
* Experience of planning training and/or events

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| **Knowledge**  | * Knowledge of the requirements of the Data Protection Act and GDPR

 | * Knowledge of the voluntary sector
* Knowledge of working with children and young people
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| **Skills**  | * Sensitive listener
* Excellent verbal and written communication skills
* Good time management, working to tight deadlines
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| **Personal Qualities** | * Calm, confident and clear telephone manner
* Able to employ tact and diplomacy when dealing with difficult & sometimes distressing situations
* Able to use discretion and understand the importance of confidentiality
* Able to work flexibly as part of a small team
* Self-confident and self-motivated
* Personal resources to cope with the stresses inherent in working in this field
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|  **Other**  | * The post is subject to a satisfactory Enhanced DBS check
 | * Clean driving licence
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