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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 |
| **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 |
| **Skills** | * Sensitive listener * Excellent verbal and written communication skills * Good time management, working to tight deadlines |  |
| **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 |  |
| **Other** | * The post is subject to a satisfactory Enhanced DBS check | * Clean driving licence |