

Person Specification



ROLE: Support Line Administrator

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications Required	<ul style="list-style-type: none"> None 	
Skills/ Competencies	<ul style="list-style-type: none"> Excellent organisational skills, including the ability to manage own workload Able to communicate effectively, face to face, over the telephone and by email Good IT skills with the ability to solve problems and support others Ability to maintain a confidential attitude concerning all aspects of the post Able to work effectively as part of a team 	
Previous Experience	<ul style="list-style-type: none"> Experience of using IT in an administrative context, in particular Microsoft Outlook and Teams, as well as CRM database systems Experience of providing administrative support to staff 	<ul style="list-style-type: none"> Experience of using Microsoft Outlook, Bookings
Personal Qualities	<ul style="list-style-type: none"> Good attention to detail Proactive and efficient Flexible and committed Discreet Excellent time management Enthusiastic and reliable Ability to maintain accuracy under pressure Ability to deal with several tasks simultaneously Good interpersonal skills 	<ul style="list-style-type: none"> Interest in the voluntary sector Interest in sleep
Requires to be mobile/Driving Licence Required:	No	
Disclosure Required:	<ul style="list-style-type: none"> YES – Basic Disclosure 	