

| Essential | Desirable | Assessed |
|--|---|-----------------------------|
| 1 Experience & knowledge | | |
| a) Experience of working in a customer-focused and/or staff support role | Experience of reception and/or general admin duties | Application form |
| b) Good level of general education | Degree level qualification | Application form |
| 2. Skills and abilities | | |
| a) Highly developed organisational skills | | Interview |
| b) Ability to confidently communicate with clients and staff at all levels within the organisation and external contacts | | Application form, interview |
| c) Able to communicate in a clear and concise manner verbally and in writing. | Experience of report writing | Application form, interview |
| d) Able to work under direction or to work on own initiative with minimum supervision, as appropriate | | Application form, interview |
| e) Ability to manage suppliers and maintenance contractors | | Application form, interview |
| f) Ability to take responsibility for specific areas of work and meet deadlines | | Application form, interview |
| g) A good level of IT skills, including good working knowledge of Excel, Word and Outlook | Experience of Access database or similar | Application form, interview |
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| 3. Personal qualities and attributes | | |
|--|-----------------------|-----------------------------|
| a) Professional manner | | Interview |
| b) Evidence of commitment to work, reliable and conscientious | Excellent work record | Application form, interview |
| c) Flexible, co-operative, team player | | Application form, interview |
| 4. Particular requirements | | |
| a) Professional integrity and an ability to maintain the utmost confidentiality is essential to the role | | Application form, interview |