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|  | **Job Title:** | **Receptionist and Admin** | **Dept:** | **Charity** |  |

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|  |  | **Essential/Desirable** | **Evidence** |  |
| **A: EDUCATION**  **QUALIFICATIONS AND TRAINING**  Level of education, specific qualifications, specialised training, training requirements for the job) | **Essential**   * GCSEs (Level 4/C - Maths and English) equivalent qualifications or relevant experience which demonstrates equivalent academic skills.   **Desirable**   * Customer service training. * Admin qualification. | Application Form  Certificates  Interview |
| **B: EXPERIENCE**  (Length, type and level of work-related experience) | **Essential**   * Experience in a similar role. * Computer literate to a high standard, including the use of all Microsoft packages. * Knowledge of GDPR.   **Desirable**   * Experience using CRM systems. * Knowledge of Gift Aid, Charity Commission and Fundraising Code would be advantageous. | Application Form  Interview  CPD |
| **C: SKILLS**  **KNOWLEDE**  **ABILITIES**  (Range and level of skills, depth of knowledge required for the job) | * Good communication skills, both verbal and written. * Good interpersonal and team working skills, with an ability to work independently. * Strong organisation skills with the ability to manage multiple tasks and prioritise workloads. * Able to act as an ambassador for the overall work of the charity. | Application Form  Interview  References  CPD |
| **D: APTITUDES AND ATTRIBUTES** (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales) | * Highly motivated and enthusiastic. * Good interpersonal skills. * Team player. * Flexible. * Dependable. * Attention to detail. * Prioritise workloads. * Supporter/customer focused. | Interview  References |
| **E: OTHER JOB REQUIREMENTS**  (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence) | **Essential**   * Basic DBS check.   **Desirable**   * Driving license. | Application form  References  DBS checking service  Driving Licence check |
|  | **F: PERSONAL QUALITIES AND VALUES** | * **RECEPTIVE –** We define **success** as continuous improvement and aim for **excellence** in our lifesaving services and community projects * **RESPECTFUL** – we are a community-based organisation with a **‘one team’** culture that embraces and encourages **honesty**. * **RESPONSIBLE** – we aim to create the best possible **future for everyone** and strive thrive to place **sustainability** at the heart of everything we do. * **RELEVANT** – we are open to new ideas and ways of working, across our clinical and charity operations, providing total transparency to all stakeholders. * **RECOGNITION** – we **value our relationships** - with staff, supporters and the wider communities we serve - **working together** to achieve the best possible patient outcome. | Application form  Interview  References |  |

**The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties**