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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 FormCertificatesInterview |
| **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 FormInterviewCPD |
| **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 FormInterview ReferencesCPD |
| **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 formReferencesDBS checking serviceDriving 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 InterviewReferences |  |

**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**