



Job Title:

Supporter Care Assistant

Dept:

Charity

	Essential/Desirable	Evidence
<p>A: EDUCATION QUALIFICATIONS AND TRAINING Level of education, specific qualifications, specialised training, training requirements for the job)</p>	<p>Essential</p> <ul style="list-style-type: none"> GCSEs (Level 4/C - Maths and English) equivalent qualifications or relevant experience which demonstrates equivalent academic skills. 	<p>Application Form Certificates Interview</p>
<p>B: EXPERIENCE (Length, type and level of work-related experience)</p>	<p>Essential</p> <ul style="list-style-type: none"> At least a year's demonstrable experience in an administrative and/or customer service environment. Computer literate to a high standard, including the use of all Microsoft packages. Knowledge of GDPR. Call handling. <p>Desirable</p> <ul style="list-style-type: none"> Experience using CRM systems. Knowledge of Gift Aid, Charity Commission and Fundraising Code would be advantageous. 	<p>Application Form Interview CPD</p>
<p>C: SKILLS KNOWLEDGE ABILITIES (Range and level of skills, depth of knowledge required for the job)</p>	<p>Essential</p> <ul style="list-style-type: none"> 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. The ability to follow procedures accurately. Excellent numeracy. Able to act as an ambassador for the overall work of the charity. 	<p>Application Form Interview References CPD</p>



<p>D: APTITUDES AND ATTRIBUTES (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales)</p>	<p>Essential</p> <ul style="list-style-type: none"> • Highly motivated and enthusiastic. • Punctual & Dependable. • Attention to detail. • Prioritise workloads. • Supporter/customer focused. • Accuracy • Honesty and integrity 	<p>Interview References</p>
<p>E: OTHER JOB REQUIREMENTS (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence)</p>	<p>Essential</p> <ul style="list-style-type: none"> • Excellent attendance and time keeping • Team worker • Undertake full DBS/immigration/immunisation verification checks in line with MAAC policy and procedures. 	<p>Application form References DBS checking service Driving Licence check</p>
<p>F: PERSONAL QUALITIES AND VALUES</p>	<ul style="list-style-type: none"> • 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 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. 	<p>Application form Interview References</p>



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