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| **Essential** | **Desirable** |
| **Experience and Knowledge** |
| * Experience in customer service or collections
* Experience of working in an office/reception environment
* Experience in the use of Microsoft Word, Excel and e-mail
 | * SAGE
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| **Education and Qualifications** |
| * GCSE level standard of education or equivalent level C or above in Maths and English
* IT literate
* Keyboard Skills
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| **Abilities and Skills** |
| * Good organisational skills
* Good literacy and numeracy skills
* Good communication and interpersonal skills
* Ability to maintain strict confidentiality where necessary
* Ability to produce accurate work whilst working to tight deadlines
* Ability to work under pressure and meet deadlines
* Attention to detail
 | * Credit Control experience
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| **Traits and Characteristics** |
| * A caring and pleasant approach to work and people
* A positive approach to difficult situations and challenges
* Ability to work both on own initiative and cooperatively as part of a team
* Ability to work in a non- discriminatory, sensitive and respectful way
* Fit to carry out all tasks associated with the post
* Reporting with updates to the management
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