|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| **Experience and Knowledge** | |
| * Experience of working in an office/reception environment * Experience of direct face-to-face contact with members of the public * Experience of dealing with enquiries and request for information * Experience in the use of Microsoft Word, Excel, publishing and e-mail | * Experience of managing a Database |
| **Education and Qualifications** | |
| * GCSE level standard of education or equivalent level C or above in Maths and English * Keyboard Skills | * CLAIT 2 or IBT2 * Typing qualification (RSA/OCR) |
| **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 | * Knowledge of the Sure Start initiative * Ability to speak a second language that reflects the needs of the local communities, i.e. Urdu/Punjabi/Czech/Slovak/Polish |
| **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 * Patience and consistency in working with children and adults * Ability to work flexible hours, which may include occasional weekends and evenings * Fit to carry out all tasks associated with the post | * Ability to drive and have use of a car with business insurance |