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| **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 requests for information
* Experience in the use of Microsoft Word, Excel, publishing and e-mail
 | * Experience of managing a Database
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| **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)
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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 speak a second language that reflects the needs of the local communities ,i.e.; Urdu/Punjabi/Czech/Slovak/Polish
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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
* 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
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