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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 |
| **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 | * 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 |