

Services Coordinator PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Good basic education to GCSE standard or equivalent including English & Maths

Desirable

- CLAIT and IBT2 or CLAIT PLUS or RSA Data Processing III qualification

EXPERIENCE/KNOWLEDGE:

Essential

- Proven competence in business and administration processes and procedures.
- Experience of working with MS Office including Excel, Access, Word and Outlook.

Desirable

- Knowledge of setting up 'queries' and 'forms' in Access databases
- Experience of minuting meetings

SKILLS AND ABILITIES:

Essential

- Experience of working on a **helpline (or similar)**
- Good communication skills, both oral and written
- Good interpersonal and customer service skills
- An ability to work using own initiative within boundaries
- An ability to work effectively with people across a wide range of levels and responsibilities
- Good attention to detail
- Good team-working skills
- Good keyboard skills
- Good numeracy skills
- Legible handwriting
- An ability to write messages, semi-routine letters and simple reports which are clear and structured
- Has tact and diplomacy
- The ability to maintain confidentiality

PERSONAL CHARACTERISTICS

- Adaptable
- Cool under pressure
- Excellent as an organiser
- Friendly
- Purposeful
- Resourceful