

**Person Specification**

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

	<b>Essential</b>	<b>Desirable</b>	<b>How Measured?</b>
<b><u>Education/Qualifications</u></b>	NVQ Level 2 Business and Administration or Customer Services.	GCSE Maths & English at grade C or above.	Application form
	Demonstrable literacy & numeracy.	IAG (Information, Advice and Guidance Qualification) or willingness to undertake.	Application form
<b><u>Experience</u></b>	Experience of working in an office environment and as part of a team.	Experience of working with people with visual impairment.	Application form
	Experience of maintaining administration systems and providing administrative/customer support.		Application form
	Experience of organising events.		Application form/interview
	Experience of promoting activities and events on Social media/websites.		Application form/interview
<b><u>Knowledge</u></b>	Knowledge of services and equipment available for people with visual impairment.	Knowledge of charity structures, policies and procedures.	Interview
	An understanding of confidentiality and Data Protection/GDPR regulations.	Knowledge of HERIB and the services provided.	Interview
	Knowledge of Health and Safety regulations	Experience of writing risk assessments.	Interview
<b><u>Skills &amp; Abilities</u></b>	Excellent Customer Service Skills and recent experience of working in a customer facing environment.	Proven research and information gathering skills	Application form / Interview
	Excellent interpersonal skills and organisational skills.	Previous experience of providing information, advice and guidance to people with visual impairment.	Application form Application form / Interview
	Ability to prioritise work, meet Deadlines, to use own initiative and work with minimal supervision.	Previous experience of database input & retrieval.	Application form / Interview

	<p>Excellent IT skills including use of Microsoft packages, i.e. Word, Excel, Outlook.</p> <p>Excellent communication skills with an ability to communicate at all levels in an organisation.</p> <p>Ability to liaise internally and externally in a confident and professional manner, and build productive working relationships with colleagues/partners/s</p>	Full Driving Licence	<p>Application Form/Interview</p> <p>Application form/Interview</p> <p>Application form/interview</p>
<b><u>Attributes</u></b>	<p>An enthusiastic, reliable, and confident person who is conscientious, punctual and flexible.</p> <p>Demonstrable drive and passion for developing and promoting the charity resource services.</p> <p>Warm and friendly personality.</p> <p>Ability to project a professional image at all times.</p> <p>Possess a creative flair including designing posters, leaflets, equipment displays.</p> <p>Experience of writing copy for leaflets/articles etc.</p> <p>Ability to empathise and feel</p>		<p>Interview</p> <p>Application form/interview</p> <p>Interview</p> <p>Interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Interview</p>

	<p>comfortable with service users.</p> <p>Commitment to continuing personal and professional development including on the job training and appraisal process.</p>		<p>Interview</p>
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