

## **Person Specification – Administration / Marketing Assistant**

Essential and desirable skills, abilities, experience, knowledge and special requirements

### **ESSENTIAL**

- Good standard of education (GCSE, NVQ level 2 or equivalent)
- Relevant secretarial/IT experience
- Relevant previous or current employment
- Secretarial skills and experience, including typing and word processing
- Proficient at using Microsoft Office
- High standards of organisation, practice and presentation at work
- Experience of administrative work
- Effective communication skills: written, verbal and telephone
- Ability to prioritise
- Passionate approach to Customer Service
- Willingness to learn new systems / skills
- Ability to work as a member of a team
- Ability to work on own initiative
- Ability to establish and maintain effective relationships with a wide variety of people
- Knowledge of and commitment to equal opportunities and anti-discriminatory practice
- Understanding of the need for professional confidentiality
- Eligible to work in the UK
- Occasional evening/weekend work
- Willing to access training

### **DESIRABLE**

- Experience of working in a small team
- Experience with website design
- Experience of working within a voluntary organisation
- Experience with social media
- Experience with e-newsletter / Mailchimp
- Basic design / experience with Canva / adobe suite
- Experience with systems – e.g. booking systems, monitoring systems, till systems etc
- Qualification or Degree in Office / Administration / Marketing
- Knowledge and experience of typing reports
- Hospitality experience
- Knowledge and experience of taking minutes