

**THE LINK CHARITABLE TRUST**

**PERSON SPECIFICATION**

**Office Assistant**

This outlines the main criteria for the post and shortlisting will be based on the following criteria. Please ensure that your supporting statement clearly shows how you meet the criteria using the skills knowledge and experience gained.

| **Criteria** | **E - Essential**  **D - Desirable** | **Measured By**  **A - Application**  **I - Interview** |
| --- | --- | --- |
| **Qualifications**   * 5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and Maths | E | A |
| * Holds a qualification in Business Administration or relevant subject area | D | A |
| **Experience**   * Minimum of 1 year experience working in an Administration role | E | A/I |
| * Demonstrates an understanding of The Link Charitable Trust | D | A/I |
| * Experience of working within a health/mental health/wellbeing service | D | A/I |
| * Experience of working within the voluntary sector or charitable organisation | D | A/I |
| * Shows a willingness to work flexibly to meet the needs of the service | E | A/I |
| **Skills**   * Be confident in the use of Google Suite and/or Microsoft Office | E | I |
| * Experience in using database systems | E | A/I |
| * Excellent organisational and time management skills | E | A/I |
| * Ability to answer telephones, greeting general public who may be in need of support, with empathy, understanding, and the ability to signpost them to the correct service area. | E | A/I |
| **Personal Qualities**   * Ability to work within a dynamic and developing service | E | I |
| * Demonstration of self-motivation and motivation of others | E | I |
| * Ability to work confidently and competently under pressure | E | I |
| **Communication**   * Effective communication skills, both verbal and written and the ability to understand and respond to requirements of different audiences | E | A/I |
| * Shares information and skills when required | E | A/I |
| * Excellent recording, report writing and presentation skills | E | A/I |