

PERSON SPECIFICATION

Please ensure that you show **how** you meet the following requirements when completing your application form.

JOB TITLE: Office Assistant (based on reception at Lansdowne House)

Qualifications & Experience	Method of Assessment:
<ol style="list-style-type: none"> 1. Experience dealing with people face-to-face 2. Experience in handling telephone calls and message taking 3. Literate and numerate 4. Working/dealing with older people 	<p>Appl. Form Appl. Form</p> <p>Appl. Form</p> <p>Appl. Form</p>
Skills and Personal Attributes reqd.:	Method of Assessment:
<ol style="list-style-type: none"> 1. Confident and outgoing with a positive outlook 2. Proactive, able to use initiative and can work with minimal supervision 3. Excellent IT skills, with experience using Microsoft office and copy/audio typing 4. Good written and spoken communication skills 5. Being able to work under pressure 6. Being polite and courteous with excellent interpersonal skills 7. Able to prioritise and good organisational skills 8. Ability to work independently and as part of a team 	<p>Appl. Form & Interview</p> <p>Appl. Form & Interview Appl. Form & Interview Appl. Form & Interview</p> <p>Appl. Form & Interview Appl. Form & Interview</p> <p>Appl. Form & Interview</p>
Understanding of:	Method of Assessment:
<ol style="list-style-type: none"> 1. Networking, fundraising, and marketing 2. Database input 3. Research and analysis of data 4. Basic information regarding older people's issues 	<p>Appl. Form & Interview</p>
Other:	Method of Assessment:
<ol style="list-style-type: none"> 1. Smart appearance 2. Reliable and flexible 3. Commitment to training & personal development 4. Embraces change when beneficial to the business/charity 5. Commitment to good health & safety practice 6. Commitment to high quality services 	<p>Appl. Form & Interview Appl. Form & Interview</p> <p>Appl. Form & Interview Appl. Form & Interview Appl. Form & Interview</p>

Assessment Methods: Application Form/Interview/Practical Tests (where necessary)