

**PERSON SPECIFICATION**

Attributes	Essential	Desirable
<b>QUALIFICATIONS</b>	Educated to 4 GCSE's at grade C and above or equivalent to include Maths and English	
<b>TRAINING AND EXPERIENCE</b>	<p>Demonstrable experience in communicating with a wide range of people.</p> <p>To have proven clerical experience and/or be able to demonstrate administrative knowledge.</p> <p>Substantial experience working within an intense customer focused environment.</p>	
<b>SKILLS AND ABILITIES AND KNOWLEDGE</b>	<p>To be able to use own initiative in a demanding environment</p> <p>To be able to work under pressure</p> <p>To be able to prioritise workloads</p> <p>To demonstrate a flexible approach to working practices and work flexibly in accordance with service needs</p> <p>Excellent communicator</p>	