

PERSON SPECIFICATION

UHCW Charity Assistant

REQUIREMENT	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS/ TRAINING	Excellent command of the English language (verbal & written). Good all-round education, including GCSE grade 4 or above in Maths and English Full UK Driving Licence and availability of vehicle insured for business use	3 A levels Microsoft Office training (Outlook, Word, Powerpoint, Excel)	<i>Application Form Driving Licence and Insurance Documents (at interview)</i>
EXPERIENCE	Experience of working in a customer service role or of volunteering for a charity. Administration experience including keeping accurate financial records. Experience of working to tight deadlines in a fast-changing environment	Experience of working in the charity sector Sales experience, following up leads and generating new leads for potential supporters. Experience of aftersales service. Experience of populating CRM databases	<i>Application Form Interview</i>
KNOWLEDGE	Proficient in using Microsoft Office suite (Outlook, Word, Powerpoint, Excel), and able to learn to use a CRM database. Good working knowledge of social media across key platforms (Facebook, X, LinkedIn, Instagram). GDPR and PECR compliant	Awareness of current issues in the charity sector and the NHS Experience of delivering presentations Knowledge of local area Creating social media content	<i>Application Form Interview</i>
SKILLS/ ABILITIES	Excellent organisational and planning skills Excellent written and verbal communication skills Eye for detail and ability to multi-task Able to work independently as well as part of a team Ability to work with a broad range of organisations and people of all ages and backgrounds Sound decision making skills	Ability to network	<i>Application Form Interview</i>
PERSONAL QUALITIES	Motivated to make things better for UHCW patients and their families Outgoing, confident, friendly, honest and open Flexible and able to adjust to changing circumstances Able to handle difficult or sensitive situations, particularly families who have suffered a bereavement Commitment to equal opportunities and diversity	Experience of building strong working relationships with a wide range of people- internally and externally	<i>Application Form Interview</i>
EFFORT/ ENVIRONMENT	You will be required to work evenings or weekends Willing and able to travel independently across the Coventry and Warwickshire region and beyond		<i>Application Form Interview</i>

An enhanced DBS check will be required before the appointment can be confirmed