

Person Specification

**Volunteer Adviser**

**20 hrs per week**

Volunteer Edinburgh actively encourages applications from candidates from a wide range of backgrounds and lived experiences including people newly joining or returning to the workforce.

**Essential**

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| 1. Excellent communication skills - written, verbal and interpersonal | c |
| 1. Able to communicate with people from a wide range of backgrounds, to be approachable and warm, quickly putting people at ease | c |
| 1. Able to maintain administrative systems and competently undertake administrative tasks | c |
| 1. Able to work independently and manage own workload, while also being part of a close-knit team | c |
| 1. High level of accuracy and attention to detail | c |
| 1. Experience of giving information, support or guidance to members of the public | c |
| 1. Competent in Microsoft Office (Excel, Word and Outlook) | c |
| 1. Understanding of volunteering, and its benefits to the individual and the wider community | c |

**Desirable**

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| 1. Experience of dealing with challenging customers and resolving situations | c |
| 1. Experience of volunteering | c |