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| **ATTRIBUTE** | **ESSENTIAL** | **DESIRABLE** |
| Education | * A minimum of National 5 qualifications in relevant subjects, including English and Mathematics. | * A relevant qualification, or proven experience of using IT systems, such as Microsoft Office and databases. |
| Knowledge | * Familiarity with Microsoft Office applications (Word, Excel, Outlook) and general IT literacy. * Awareness of good customer service principles and professional telephone etiquette. | * Understanding of the role of unpaid carers. * Understanding of the challenges faced by vulnerable individuals or groups. * Basic knowledge of office procedures and administrative tasks. * Awareness of the voluntary sector. |
| Experience | * Experience using office software including Microsoft Office and email platforms. | * Experience working with people. * Experience of working in an organisation. |
| Skills/Abilities | * Good interpersonal skills with the ability to communicate effectively in person and by telephone. * Confident and approachable when engaging with a wide range of people. * Willingness to learn, develop new skills, and take on feedback. * Ability to maintain confidentiality and handle sensitive information with discretion. * Basic organisational skills with an ability to manage tasks and time effectively. * Accuracy and attention to detail in day-to-day work. | * Strong organisational and time-management skills with the ability to prioritise tasks. |
| Qualities | * Friendly, professional, and approachable. * Reliable, punctual, and self-motivated. * Flexible and willing to support the wider team. * Respectful and non-judgmental in all interactions. * Committed to the values of Fife Carers Centre. |  |