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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.
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| 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.
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| Experience | * Experience using office software including Microsoft Office and email platforms.
 | * Experience working with people.
* Experience of working in an organisation.
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| 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.
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| 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.
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