|  |  |  |
| --- | --- | --- |
| post applied for |  | |
| where did you see this position advertised? | |  |

**part a: personal details**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| full name |  | | | | |
| address |  | | | | |
| telephone |  | mobile |  | email |  |
| do you require a work permit? | | | yes/no (delete as applicable) |
| do you have any unspent criminal convictions? | | | yes/no (delete as applicable) |

**part b: references**

Please provide contact details for two referees, one of which must be your current employer. If you have not been employed, one of your referees must be the head of an education or training establishment you have attended or the manager of a voluntary group or organisation for whom you have worked. Referees will not be approached unless a conditional offer of employment is made to you.

referee one

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| name |  | job title |  | | |
| address |  | | | | |
| email |  | | | telephone |  |

referee two

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| name |  | job title |  | | |
| address |  | | | | |
| email |  | | | telephone |  |

**part c: your occupational and educational background**

beginning with your current or most recent occupation, please give a full account of your work and education history in the boxes below in reverse chronological order, back to and including your secondary education. please insert further rows if you require them, and delete those you do not use.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| date from (mm/yy) | date to (mm/yy) | type of occupation (employment/self-employment/voluntary work/full-time education/part-time education) | name and address of employer or educational establishment | in the case of work, job title and summary of duties. in the case of education, grades achieved. |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**part d: professional qualifications and training**

please give brief details of any vocational training courses attended, including any resulting in professional qualifications.

|  |  |
| --- | --- |
| course title, level, results (if appropriate) | date |
|  |  |

please give details of any membership of professional bodies and associations.

|  |  |
| --- | --- |
| name of association, level of membership, etc | date |
|  |  |

**part e: describing how you meet our person specification**

Please describe below how you meet our requirements, point-by-point as laid out in the person specification. these criteria are divided into ‘essential’ and ‘desirable’.

Candidates will only be considered for this post if they meet all the essential criteria. An ability to meet at least some of the desirable criteria will be an advantage to candidates and candidates who cannot demonstrate all the desirable criteria will be expected to demonstrate a willingness and ability to develop their knowledge and skills in these areas.

**ESSENTIAL**

Experience of dealing with members of the public, both face-to-face and over the phone.

Experience in office management and administration, including overseeing and improving office systems.

Experience of effective supervision, motivation and support of staff.

Excellent IT skills including MS Word and Excel.

Experience using CRM databases for regular contact management.

Experience of processing financial transactions and/or cash and cheque handling.

Excellent organisational skills: multi-tasking, attention to detail, flexibility, time-management etc.

Excellent team working skills combined with the ability to work unsupervised.

Excellent interpersonal skills with a helpful and friendly attitude, with the ability to deal with demanding and assertive professionals with strong opinions.

At least three years’ experience in an office environment with one year managing others.

**DESIRABLE**

Experience resolving difficult enquiries, complaints and problems.

Experience in managing the physical office environment, including health and safety issues.

Experience of working in the voluntary sector or a membership organisation.

Experience of effective supervision, motivation and support of volunteers.

Experience in operating the CiviCRM database.

Experience with the SAGE software package.

Experience using Gmail and the Google office suite.

Knowledge of HR issues and experience of managing HR in the workplace.

Experience using Wordpress or other website content management systems.