

Person Specification – Supporter Engagement Assistant

| Requirement | Essential | Desirable | How Assessed* |
|---|--|--|--------------------------------------|
| <u>Education / Qualifications</u> | English and Maths at GCSE Grade C/ level 4 or above or equivalent / relevant experience. | Additional academic or vocational training | Application Form |
| <u>Experience</u> | Office based experience | Fundraising experience | Application Form |
| <u>Knowledge and Skills</u> | <p>Excellent oral and written communications and interpersonal skills</p> <p>Excellent computer literacy skills including Microsoft Office 365 packages and social media platforms; Facebook, twitter and Instagram.</p> <p>Well-developed ability to organise and prioritise workload and projects</p> <p>Ability to accumulate and assimilate a wide variety of details.</p> <p>Ability to work in a busy office environment and as part of the wider Income Generation team</p> | <p>Ability to use word press and websites</p> <p>Knowledge of charity databases and Mailchimp</p> <p>Data analysis and interpretation skills</p> <p>Experience of working with volunteers (and / or volunteering)</p> <p>Experience of using and knowledge of databases (in particular a CRM/Client Management System)</p> | Application Form / Interview/IT Test |
| <u>Values and Personal Attributes</u> | <p>Empathy with the charitable aims of the Hospice.</p> <p>Commitment to involvement with all areas within the hospice</p> <p>Evidence of honesty, reliability and enthusiasm in work settings</p> <p>Donor focused, ensuring we keep the donor at the center of everything we do at the hospice.</p> <p>Calm and flexible</p> | <p>Ability to get involved</p> <p>Knowledge of working in the charity sector</p> <p>Proven ability to innovate and bring energy to introducing change</p> | Application Form / Interview |
| <u>Enhanced Disclosure & Barring</u> | Standard | | DBS Screening process |

* **Shortlisting candidates for interview** – We will shortlist candidates for interview by scoring against the above essential and desired criteria. Please tell us in your application and ‘Supporting Information’ section how you meet the requirements we are asking for.