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|  | ESSENTIAL | DESIRABLE |
| Knowledge | Good level of IT skills including Microsoft Office, Word 365, Excel, Outlook, Zoom  | Understanding of Holistic TherapiesKnowledge of 10to8 or other booking systemsEvidence of other database use |
| Skills | Ability to communicate clearly and effectively in English in both written and verbal formatAbility to prioitise workload and work to within fixed timescales and deadlinesAbility to work on own initiativeAttention to detailGood organisational skillsAbility to provide admin support at regular twice monthly Complementary Therapy, group sessionsExcellent customer facing skillsAbility to deal with difficult situations and conversations | Confident and able to maintain social media presence |
| Experience | Administrative work or other relevant similar experience demonstrating competence | Experience of supporting senior managers/trustees |
| Attributes | Confident and able to make decisionsFlexible and adaptablePolite and positiveTact and discretion when dealing with both clients and confidential informationProfessional mannerGood timekeeperReliable |  |