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|  | ESSENTIAL | DESIRABLE |
| Knowledge | Good level of IT skills including Microsoft Office, Word 365, Excel, Outlook, Zoom | Understanding of Holistic Therapies  Knowledge of 10to8 or other booking systems  Evidence of other database use |
| Skills | Ability to communicate clearly and effectively in English in both written and verbal format  Ability to prioitise workload and work to within fixed timescales and deadlines  Ability to work on own initiative  Attention to detail  Good organisational skills  Ability to provide admin support at regular twice monthly Complementary Therapy, group sessions  Excellent customer facing skills  Ability 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  decisions  Flexible and adaptable  Polite and positive  Tact and discretion when  dealing with both clients and confidential information  Professional manner  Good timekeeper  Reliable |  |