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|  | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS/**  **KNOWLEDGE** | Maths and English GCSE’s B or above | University Degree Qualification |
| **EXPERIENCE** | Excellent communication skills, both written and verbal  Strong interpersonal skills with the ability to deal with a diverse group of people  Empathy with volunteers and an understanding of their needs  The capacity to inspire and motivate others  The ability to deal with information in a confidential manner and respond with sensitivity  Great organisational skills and the ability to manage a variety of tasks  Experience of working across different sectors and developing links with other agencies  A flexible and non-judgemental approach to people and work.  Experience liaising and build trusting working relationships with external and partner agencies  Taking a solution-focused approach to challenges, including conflict management  Effective time management skills    Ability to work effectively as part of a team as well as independently managing their own caseload  Ability to produce data and prepare and consolidate reports for management and operational purposes where necessary  Willingness to undertake self-assessment and undertake training if necessary  Experience in managing or co-ordinating projects and volunteers  Experience working or volunteering with third sector volunteer led organisations | Experience of developing training methods and materials  Management experience  Experience managing events |
| **SKILLS** | Ability to think strategically and work with the CEO on policy/strategy  Ability to manage a heavy workload within time constraints.  IT literacy in E.G MS Office, Excel and PowerPoint  Ability to empathise with and support colleagues and service users in challenging situations. | Proficiency in a language other than English.  A clear interest in current affairs and an understanding of the current issues facing displaced people from around the world. |