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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 othersThe 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 necessaryExperience in managing or co-ordinating projects and volunteersExperience working or volunteering with third sector volunteer led organisations | Experience of developing training methods and materialsManagement experienceExperience 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 PowerPointAbility 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. |