

Assessment criteria	Essential	Desirable	How assessed
Education	A good general education (Grade C in Maths and English GCSE or an equivalent standard)	Educated to degree level Admin related vocational qualification e.g RSA, NVQ, OCR	AF/INT
Experience	Experience of using a range of online tools and software. Experience of record keeping. Experience of working within a team.	Experience of working with asylum seekers Experience of working with volunteers Experience of charity sector administration Experience of financial record keeping Experience of customer/client service	AF/INT
Knowledge and Understanding	Understanding of confidentiality.	Some awareness of asylum issues	AF/INT
Skills and abilities	Excellent communication skills both verbal and written, including the use of the telephone Excellent numeracy Ability to problem solve and demonstrate initiative Excellent ICT skills: able to effectively learn new systems and software Excellent organisational skills: able to prioritise and manage a diverse workload Able to manage / negotiate competing demands for your time from different people / sources Able to give and receive feedback in a productive way Effective teamwork	Ability to independently research and troubleshoot ICT functions	AF/INT/SA/REF
Attributes	Commitment to supporting the organisation run effectively and efficiently Attention to detail and quality Enthusiastic and perseverant Reliable and flexible Willing to learn and develop skills Understanding of and willingness to work with diversity and cultural difference. Empathy with the needs of asylum seekers and the aims of ASSIST. Willing to play a supportive role in an organisation undergoing change.		AF/INT/REF

Key for How Assessed: AF = Application form In = Interview SA = Skills assessment on interview day REF= References