

Women's Community Matters - Person Specification

Staff Support (WCM 016)

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard of general education/training 	<ul style="list-style-type: none"> • Extended training or qualifications • IT or Business Administration specific qualifications
Work Related Experience	<ul style="list-style-type: none"> • Minimum 1 year relevant experience • Experience of working with people with vulnerabilities • Experience of working as part of a team • Experience of using IT based systems 	<ul style="list-style-type: none"> • Experience of working with women with vulnerabilities • A basic knowledge and understanding of safeguarding issues for women and their children (additional training on this will be provided) • Experience of working with vulnerable people
Specialist Knowledge, Skills and Abilities	<ul style="list-style-type: none"> • The ability to be kind and non-judgmental • The ability to learn on the job • The ability to recognise women who are struggling and offer compassion • The ability to stay calm and respond appropriately to difficult situations • The ability to implement policies and procedures • The ability to monitor and record activity • The ability to write concise statements and reports • The ability to produce and use letter templates, spreadsheets, and databases • Proficient in using e-mail • Exceptionally organised • A good working knowledge of IT with the ability to share this knowledge to support other staff members • The ability to develop effective working relationships with funders, trustees, staff, volunteers, partner agencies and women in the community 	<ul style="list-style-type: none"> • Good local knowledge of current provision for vulnerable women • A willingness to undertake development and training • An awareness of safeguarding issues for women and their children • An understanding of domestic abuse and its effects on women and their families • An understanding of the difficulties faced by women in the Criminal Justice System • An understanding of the issues and difficulties faced by young people • Knowledge of women specific approaches
Personal Attributes	<ul style="list-style-type: none"> • Good communicator and warm and friendly presentation style • Ability to work flexibly and respond to change • Some evening work • Responds well to challenge and a wide range of responsibilities 	<ul style="list-style-type: none"> • Very occasional weekend work