

**PRACTICE ASSISTANT PERSON SPECIFICATION**

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| **Criteria** | **Essential/ Desirable** | **Application/ Interview** |
| **KNOWLEDGE AND QUALIFICATIONS** |  |  |
| GCSE level English and Maths | Essential | A |
| Knowledge of or interest in counselling, psychotherapy, psychology | Desirable | A |
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| **SKILLS AND EXPERIENCE** |  |  |
| Able to manage telephone and face to face enquiries from the public effectively and compassionately | Essential | I |
| Experience and competency of Microsoft Office software and electronic document management systems. | Essential | A |
| Experience and competency of using social media platforms, | Essential | I |
| The ability to follow direction and seek clarification when uncertain | Essential | I |
| Advocate of customer care including experience of dealing with a range of customer queries/concerns in a professional manner. | Essential | I |
| Ability to work to a satisfactory level of productivity within time frame of working hours | Essential | A/I |
| Experience of prioritising workload to meet deadlines without close supervision. | Essential | A/I |
| Ability to work in a team and have a flexible approach to work. | Essential | I |
| Effective communicator within a professional team | Essential | I |
| Friendly and approachable, calm under pressure | Essential | I |
| Experience of using various online platforms to create, manage or analyse information or data. | Desirable | A |
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| **Other** |  |  |
| Availability to work occasional additional hours when required | Essential | A/I |