



SELECTION CRITERIA

POST: Supporter Engagement Administrator
DEPARTMENT: Supporter Engagement

	Essential Criteria	Desirable Criteria	How & When
Education / Qualification	<ul style="list-style-type: none"> GCSE grade A to C or equivalent in English, Maths and ICT 		Application Form Certificates
Skills / Abilities	<ul style="list-style-type: none"> Numerate Proficient in Microsoft Excel, Word and Outlook Ability to use databases Excellent written and oral communication skills Accurate Appropriate telephone manner Good organisational skills Ability to work independently, meet deadlines and provide a high quality service 	<ul style="list-style-type: none"> Other Microsoft Office packages Project management 	Application Form Interview
Experience	<ul style="list-style-type: none"> Experience of working with CRM systems Experience of working in a customer focused role Experience of data entry for the purpose of updating and maintaining databases 	<ul style="list-style-type: none"> Previous finance and administration experience Experience of working in similar environment e.g. charity sector Experience of leadership Experience of working with payment systems such as BACS 	Application form Interview
Knowledge	<ul style="list-style-type: none"> Internet/Email literate Microsoft packages; Word and Excel 	<ul style="list-style-type: none"> Knowledge of LOROS Knowledge of fundraising codes of practice Knowledge of data protection and GDPR Knowledge of Gambling Act and policies 	Interview

Motivations and personal attributes	<ul style="list-style-type: none">• Able to contribute to LOROS Values and Behaviours• Accuracy and attention to detail• Professional and self-motivated• To be able to work on your own initiative as well as part of a team• Good interpersonal skills	<ul style="list-style-type: none">• Proactive and forward thinking	Interview
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