

Person Specification – Senior Coordinator

Essential

- Ability to build effective working relationships with volunteers, referrers, service users and others
- Experience of and confidence in managing difficult telephone conversations such as with people who are distressed
- Ability to oversee, inspire and coordinate staff members & volunteers
- Ability to prioritise own workload, work independently and manage time effectively
- Understanding of confidentiality and its importance
- Good verbal and written communication skills
- Working knowledge of IT packages, such as Word and Excel
- Good interpersonal and listening skills
- In sympathy with the Christian ethos of Communicare in Southampton
- Prepared to work flexible hours by agreement
- Ability to work in a range of locations across the city
- Empathetic, enthusiastic, passionate, caring and outgoing

Desirable

- Experience of using databases to generate reports
- Experience of revising and/or designing policies
- Car driver with own transport
- Understanding of social media
- Knowledge and experience of safeguarding
- Knowledge and experience of applying Data Protection regulations (GDPR)