



**SYSTEMS SUPPORT WORKER  
PERSON SPECIFICATION  
Scale 5 PT 22-25 £20 661- £22 658 (pro rata)**

REQUIREMENTS	ESSENTIAL DESIRABLE	DOCUMENTARY EVIDENCE/APPLICATION/ INTERVIEW
<p><b><u>Qualifications</u></b></p> <p>Good standard of education and educated to at least GCSE's (5 good grades) or proven ability to learn at this level.</p> <p>Qualification in computer training and administration or equivalent</p>	<p>Essential</p> <p>Essential</p>	<p>A</p> <p>A</p>
<p><b><u>Work related experience</u></b></p> <p>Experience of administration all levels and the ability to develop admin systems</p> <p>Experience of using databases (e.g. Microsoft Access and Excel)</p> <p>Experience of using Excel spreadsheets to produce management information</p> <p>Experience of working in the voluntary or statutory sector</p> <p>Experience of working without close supervision and using own initiative</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>	<p>A</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A</p>

<b><u>Personal and job related knowledge, skills and attitudes and other</u></b>		
Excellent communication skills (both written and verbal skills sufficient to write and present clear reports and write clear and concise copy)	Essential	A/I
Pro-active and confident communicator with excellent interpersonal skills and the ability to build positive and supportive working relationships	Essential	I
Excellent IT skills including the use of Microsoft Office, Microsoft Access and Excel and email / internet applications	Essential	A/I
Good organisational skills sufficient to maintain up-to-date and easily accessible information resources	Essential	I
An effective team member who is also able to work independently and on own initiative, prioritising and effectively managing own workload	Essential	A/I
Good awareness of the issues and problems faced by disadvantaged and excluded women.	Desirable	I
Knowledge and awareness of the range of services available locally to vulnerable, disadvantaged and excluded women	Essential	I
Commitment to the aims and objectives of WomenCentre	Essential	I
Commitment to team working, learning from others and sharing own skills and knowledge	Essential	I
Thorough understanding of equality and diversity issues and a commitment to anti-discriminatory practice.	Essential	A/I
Flexible approach to change, is open to new ideas and participates in change processes and remains positive despite setbacks, changes and ambiguities	Essential	A/I
Commitment to own learning and personal development	Essential	A/I