

**The Boys' Brigade  
Membership Team – Administration Officer**

**Person Specification**

**Please read through the following list of qualities needed to be able to carry out the job. Shortlisting will be done by comparing the information you have given on the application form to the qualities listed below.**

**Essential skills and knowledge:**

**1. Database and administration**

- ❑ Should be able to show competence in the use of MS Word, MS Access and SQL databases
- ❑ Must be able to work quickly and accurately and understand the importance of the reliability of the information entered
- ❑ Must have a proven ability to maintain systems and to meet deadlines
- ❑ Should have basic numeracy skills, to the level of being able to calculate shortfalls in monies collected from the membership

**2. Organisational skills**

- ❑ Must be able to plan and prioritise own workload and meet agreed targets
- ❑ Should be able to identify problems and their solutions and communicate these to other staff including managers.

**3. Communication skills**

- ❑ Competence in written communication to the standard of being able to draft letters, both general mailings and payment reminders and in response to individual queries
- ❑ Must be able to demonstrate a high level of customer care skills, and show tact and confidence when dealing with people on the telephone
- ❑ Should show an awareness of the skills required to communicate positively and clearly, both verbally and in writing with customers, with regard to their abilities and cultural background.

**BB Headquarters  
Felden Lodge  
February 2012**