



Criteria	Essential	Desirable	How identified
Qualifications and training	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent to include Maths and English Grade C or above • A-Level, NVQ Level 3 or equivalent 	<ul style="list-style-type: none"> • Educated to degree level, equivalent professional qualification or relevant experience. • Evidence of continuous professional development 	Application
Knowledge and experience	<ul style="list-style-type: none"> • Experience of working in an administrative/office based environment • Experience of coordinating and leading a team. • Experience of managing effective information systems • Experience of working on own initiative and planning own workload • Ability to build and sustain excellent working relationships both internally and externally 	<ul style="list-style-type: none"> • Experience of working in healthcare sector. • Experience of working with volunteers • Understanding of voluntary sector. 	Application Interview Assessment
Skills and abilities	<ul style="list-style-type: none"> • Excellent written and communication skills • Ability to manage self and others. • Excellent interpersonal skills and the ability to quickly build a rapport and working relationship with staff and volunteers at all levels. • Effective time management skills with the ability to work in a fast paced office environment 	<ul style="list-style-type: none"> • Team Leadership qualities with evidence of people management and development skills 	Application Interview Assessment

	<ul style="list-style-type: none"> • IT literate, including proficiency in all aspects of Microsoft Office and other design packages. • Highly organised with the ability to work well under pressure and manage priorities effectively • Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative course of action and produce a logical, practical and acceptable solution • Excellent written and oral communication skills including preparation of reports, minutes, dealing with telephone queries and messages 		
Attitudes and values	<ul style="list-style-type: none"> • Committed to the principles of equal opportunities • Committed to the aims of CancerCare as stated in the Vision and Values • Non-judgemental attitude • A flexible and positive work ethic • Ability to stay calm in difficult situations • Empathy with cancer patients and their families • Patient, tactful, diplomatic and approachable 	<ul style="list-style-type: none"> • Knowledge of CancerCare's aims and objectives • Knowledge and understanding of the cancer journey and support services 	Application Interview Assessment
Others	<ul style="list-style-type: none"> • Ability to travel throughout the Furness area and Kendal and Lancaster as required • Flexible approach to working patterns including some evening and weekend work 		Application Interview Assessment

