**SIGHT ADVICE SOUTH LAKES**

**Sight Support – Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| Essential  |  | Desirable |  |
| At least two years’ Experience in customer facing and customer service positions   |  | Ability to demonstrate and use basic aids and equipment for use by visually impaired peopleExperience of undertaking interviews, obtaining appropriate information, analysing and establishing an action plan |  |
| A friendly, personable, warm demeanour |  |  |  |
| Reliable, with a good telephone manner and interpersonal skills |  | Excellent listening skills. Understand the difference between sympathy and empathy  |  |
| Ability to work on your own, and using initiative. |  |  |  |
| Satisfactory Enhanced DBS for Adult and Child Workforce |  |  |  |
| Experience of using all Microsoft office applications  |  | IT qualificationKnowledge of websites and social media sites or a willingness to learn |  |
| Excellent verbal and written communication skills. Excellent interpersonal skills with the ability to negotiateExperience of working in a busy environment and the ability to remain calm under pressure |  | Customer Care qualification  |  |
| Understanding the support and supervisory needs of volunteers or other support staff |  | Experience of working with and supporting volunteers or managing other support staff |  |
| A commitment to all the policies of Sight Advice South Lakes including Equality and Diversity, Confidentiality, Safeguarding and Health and Safety |  |  |  |