

## Person Specification - Administration and Social Engagement Officer

	SKILL	ESSENTIAL	DESIRABLE
1.	Experience in a receptionist, customer service, people-facing role	✓	
2.	Experience working directly with the public in a supportive or service-based environment	✓	
3.	Excellent verbal and listening skills, with the ability to communicate clearly and patiently	✓	
4.	Strong organisational skills and attention to detail	✓	
5.	Confident IT skills, including Microsoft Word, Outlook, Excel, and high-quality data entry and case recording skills	✓	
6.	Ability and experience in handling sensitive or complex situations calmly and respectfully	✓	
7.	Understanding of confidentiality, data protection, and safeguarding	✓	
8.	Friendly, approachable, and non-judgemental manner	✓	
9.	Empathy and sensitivity when supporting older people	✓	
10.	Reliable, professional, and well-organised	✓	
11.	Able to work effectively both independently and as part of a team	✓	
12.	Experience of working with older people or within the charity/voluntary sector		✓

13.	Knowledge of local information and advice services (e.g. benefits, housing, health, care, or community support)		✓
14.	Awareness of Age UK South Cumbria services and the challenges faced by people aged 50+		✓