



## Office Manager

### Selection Criteria

Selection Criteria are the skills, abilities, knowledge, experience and/or qualifications required to be able to carry out the duties of this post.

Please, therefore, **address each criterion listed below, specifically and clearly using each criterion as the heading for that part of your evidence**, drawing upon all of your experience, whether it has been gained at home, work or on a voluntary basis.

1. A thorough understanding of administrative tasks within a busy office.
2. Excellent organisational and problem solving skills to enable the smooth running of the office (policies, systems and filing).
3. Demonstrated skills in working with and knowledge of Microsoft Office programmes, including Word, Excel and Outlook. The ability to develop skills about website upkeep and office systems.
4. Excellent interpersonal skills, in particular in dealing with telephone and email enquiries.
5. Demonstrate excellent oral and written communication skills, evidenced by the ability to take accurate minutes and delivery of presentable lay out of documents.
6. Able to work autonomously and as a team member to prioritise work and achieve outcomes.
7. An ability to work calmly under pressure with excellent time management skills.
8. An ability to use initiative.
9. A desire to be part of an organisation developing better responses to domestic violence.
10. An understanding of and a commitment to Equal Opportunities in employment and in service delivery.