

General requirements for working in DCA

All staff working for Durham Community Action will be expected to undertake a range of general duties and responsibilities, and to meet a minimum standard in terms of experience, education, knowledge and skills. These expectations are detailed below.

Staff will also be expected to undertake the additional duties and responsibilities which are specific to their role and level of responsibility within the organisation. These will be detailed on the relevant job description for the role, together with any additional requirements in terms of experience, education, knowledge and skills.

Where there are any discrepancies between the general requirements expected of all staff, and those applicable to a specific role e.g. educational attainment, the higher level requirement will apply.

Job Description - general duties and responsibilities

- General administration duties including maintaining databases and undertaking any other administrative duties
- Customer service duties including meeting and greeting of visitors, and taking personal responsibility for those visitors if they are attending a meeting that you have organised in the office.
- Screening and answering telephone lines and generic follow up with customers
- Liaising with clients, suppliers and other members of the DCA staff team.
- Provision of regular reports and monitoring information.
- Booking meeting spaces and equipment using established procedures.
- Ensuring that any equipment borrowed for external meetings is returned promptly and in good order after use, so that it is available for the next user.
- Keeping records up to date through the routine use of any data recording systems that the organisation may operate e.g. customer relationship management (CRM) systems
- Making sure that meeting spaces and public areas are kept tidy and free of clutter. Although the support team will normally be available to help out, all staff are expected to tidy up desks and chairs, and to take responsibility for washing and putting away crockery after meetings, so that meeting spaces are ready for the next user.
- To undertake such other duties as may be requested by the Director of DCA.

Person Specification

Criteria	Essential	Desirable
Relevant experience	<p>At least 2 years' experience of working in a busy office environment</p> <p>Good general IT skills and experience of using Microsoft Office</p> <p>Handling confidential information sensitively.</p>	
Education	<p>Educated to GCSE level / NVQ level 2 or equivalent</p> <p>Evidence of continuous professional development (CDP)</p>	

<p>Knowledge and skills</p>	<p>Self-motivated</p> <p>Assertive</p> <p>Customer focused with excellent interpersonal and communication skills, both written and verbal.</p> <p>Flexible approach and willing to work some anti-social hours (evening or weekends) when necessary.</p> <p>Good communication skills</p> <p>Ability to work as part of a small team in an open plan office environment.</p>	<p>Understanding and knowledge of national and local policies that affect the VCS groups and Social enterprises in County Durham</p>
------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------