



RSPCA Nottingham  
& Notts Branch  
Registered Charity No. 255763

## BRANCH ADMINISTRATION ASSISTANT

### KEY SKILL REQUIREMENTS

The post holder should have

Requirements

- Excellent telephone skills
- Good time management, ability to multi-task and prioritise work
- Outstanding written and verbal communication skills
- Accuracy
- Be a team player
- Patience
- Discretion and judgement
- Computer literate (with knowledge of Microsoft Outlook and Word minimum)
- Flexibility

You will need an assured, empathetic and friendly telephone manner with a willingness to help solve or advise on callers problems, giving accurate advice following RSPCA guideline. You will field calls to our National Control Centre, vets and other organisations.

Liaising with different veterinary practices and RSPCA Inspectorate on animal welfare/medical matters will be a significant part of this job and precise recording of information is paramount.