

PERSON SPECIFICATION — Educational qualifications, skills & experience

ESSENTIAL

The post holder must have the following:

- eBay selling experience on a professional level with another charity or as a business.
- Good general level of education to GCSE standard or equivalent
- Full, clean driving license.
- Excellent customer care skills with the ability to handle difficult & sensitive situations.
- Experience of cash handling and financial management procedures including completion of sales records.
- IT literate and skilled in MS Office applications.
- Good planning, organisational and time management.
- Willingness to learn and acquire new skills through training and development.
- Excellent communication (verbal and written)
- Sound judgement and decision making.
- Ability to establish and maintain good working relationships with colleagues at all levels.
- A positive, proactive attitude and willingness to work with members of the public, staff and volunteers.
- Understanding of the RSPCA's aims and policies. A basic knowledge and willingness to learn about the RSPCA structure, guidelines particularly on a local level.

DESIRABLE

- Experience of other online selling portals.
- Experience of working with and recruiting volunteers.
- Experience of managing budgets and accounts.