**Job Description**

Job Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Overview

Describe in one or two sentences what the position involves within your organisation.

•Working hours –shift pattern.

•Line of reporting.

•Salary.

**Main Duties and Responsibilities**

Use bullet points to list key tasks and responsibilities, for example:

•Responding to email enquiries.

•Data input.

•Answering the telephone.

**Person Specification**

•Knowledge and experience required, e.g. experience in using Microsoft Office Packages.

•Skills required, e.g. communication, adaptability, attention to detail.

•Competencies required, e.g. planning and organising ability, problem solving.

**Qualifications and Training**

State the necessary level of education, licenses and/or training required to perform the job, e.g. must hold a valid CSCS card, subjects/grades required]

**.Experience**

•Experience in XX.•E.g. minimum of one year’s customer service experience required.