**Person Specification**

**Education / qualifications / knowledge**

* Numerate and literate, preferably educated to at least A level standard **E**
* Knowledge of the principles of good donor management or customer care **E**
* Understands principles of relationship building **E**
* Experience of working effectively with others towards common goals and targets **E**

**Experience**

* Experience of working in events in a paid capacity **D**
* Experience of working with volunteers and/or community groups **D**
* Administration experience **D**

**Skills and Abilities**

* Excellent customer service skills **E**
* Able to work on own initiative **E**
* Time management and prioritisation skills **E**
* Ability to work on multiple projects at the same time **E**
* Ability to work under pressure **E**
* Excellent time management skills **E**
* Ability to write copy for presentation documents, letters and website use **D**
* Proficient in the use of Microsoft Word, Excel and databases **E**
* Driving licence **D**

**Personal Qualities**

* Self-starter, motivated and positive **E**
* Driven to succeed and innovative **E**
* Target driven **E**
* Able to show empathy for people or families living with lung cancer or bereaved **E**
* Enjoys working as part of a team and sharing success **E**
* Able to work evenings and weekends and required **E**
* Prepared to travel throughout the geographical area identified as required **E**