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| | 1. QUALIFICATIONS AND TRAINING |
| Desirable | a Good general education up to GCSE level or equivalent |
| Essential | b Beginner level or above in MS Word, Excel |
| | 2. WORK BACKGROUND AND EXPERIENCE |
| Essential | a Basic experience of buying online |
| Desirable | b Basic experience of buying on Amazon.co.uk |
| Desirable | c Basic experience of buying on Ebay |
| Desirable | d Basic experience of selling on Ebay |
| | 3.PARTICULAR SKILLS AND ABILITIES |
| | <i>Specialist Skills</i> |
| Essential | a Ability to deal with <u>mundane and routine</u> work but able to follow instructions appropriately |
| Essential | b Ability to resource information about products etc effectively using websites and search engines |
| Essential | c Basic understanding of shopping online |
| Essential | d Ability to use information technology for creative document production as necessary |
| Essential | e Able to type accurately and quickly |
| Essential | f Have an interest in gadgets/computers/technology |
| Desirable | g Experience in building a computer |
| Desirable | h Experience in using a digital camera |
| | <i>Communication And Numeracy Skills</i> |
| Essential | e Effective oral and written skills – communicates clearly and concisely |
| Essential | f Ability to carry out simple numerical tasks |
| | <i>Initiative</i> |
| Essential | g Proactive & able to work on own initiative i.e shows evidence of being a self-starter, needing little supervision in time |
| Essential | h Actively finds solutions to problems |
| Essential | i Ability to think projects through from start to finish |
| | <i>Interpersonal And Social/Team</i> |
| Essential | j Friendly and outgoing |
| Essential | k Good interpersonal skills with customers and with the rest of the team |
| Essential | l Excellent listening skills |
| | <i>Quality/Thoroughness</i> |
| Essential | m Shows ability to check work to ensure high standards and an eye for detail |
| Essential | n Ability to meet targets effectively |
| Essential | o Ability to provide information that is accurate, to a high standard and on time |
| Essential | p Follows things through to ensure that they are completed on time |
| | <i>Commitment And Motivation</i> |
| Essential | q Demonstrates a strong commitment to doing a good job and working professionally |
| Essential | r Able to respond appropriately to constructive criticism |
| Essential | s Focuses on the end result |
| Essential | t Shows willingness to put in extra effort and stick with task until it is completed |
| Essential | u Looks for ways to overcome internal and external barriers to achieve business results. |
| Essential | v Desire and willingness to learn. |
| | <i>Organisation /Planning</i> |
| Essential | w Extremely well organised, excellent planning and prioritising ability. |
| Essential | x Ability to focus on priorities, targets and deadlines |
| Essential | y• Shows foresight to identify the knock-on effects of a particular course of action. |
| | <i>Flexibility</i> |
| Essential | z Flexible to the needs of the organisation |
| | <i>Working Under Pressure</i> |
| Essential | zz Ability to respond effectively to pressure in peaks of workload |
| | 4. SPECIALIST KNOWLEDGE |
| Essential | a Understanding of how a computer works |
| Essential | b Understanding the function of each hardware component within a computer |