

Our Ref: PPM01



Centre 70
46 Knights Hill
London SE27 0JD

T 020 8670 0070
F 020 8761 3255
E enquiries@centre70.org.uk

www.centre70.org.uk

Dear Applicant

Thank you for your enquiry. Below is the application pack for Premises Project Manager.

Completed application forms must reach Centre 70 by email or post by **12 noon Monday 22nd March 2021**. If you need to include extra sheets, please ensure that such sheets are clearly headed with your name. Curriculum Vitae will not be accepted. The interviews, which will be conducted virtually over Microsoft TEAMS, are scheduled for **Friday 26th March 2021**.

We will only contact candidates who are shortlisted by **5pm Tuesday 23rd March 2021** and cannot provide feedback on those who are not. We will contact shortlisted candidates before the interview date. We will also provide details of any presentation that we may want you to prepare.

This is an opportunity to be part of improving the environment for users who use services that make a real difference to the lives of many people.

We look forward to hearing from you.

Yours sincerely

Martin Beard
Chair of Board of Trustees



ABOUT CENTRE 70

Centre 70 (C70) was set up in 1970 and comprises an Advice Centre and a Counselling and Wellbeing Service. We hold the LEXCEL legal practice quality mark and are BACP accredited.

We pride ourselves on our commitment to providing quality assured advice and counselling services delivered to the needs of the community and with efficiency to maximise the numbers helped. For more details see:

Annual Review <http://bit.ly/2VXSWZ>

Digital Story <http://bit.ly/2H9uknq>

We have a friendly and committed staff team, comprising a Director, Head of Advice Services, Counselling and Wellbeing Manager, the Inspire Project Coordinator, a solicitor, caseworkers and advice workers, administration staff and accountant. In addition, we have volunteer lawyers. A dedicated and active voluntary management committee drawn from people who live in the local community and surrounding area oversee the management of the organisation.

We have active and monitored policies and procedures, which determine the framework under which work is carried out and maintain quality assured standards. Policies include Equality and Diversity, Confidentiality, Complaints, IT Security and Data Protection, Health and Safety, Safeguarding, Sustainability, Training & Development, Business Continuity, Supervision and File review, and Personnel Policies.

We have specialist Debt, Housing and Benefits projects and a dedicated Utilities Debt advice project (switching, discounts, grants advice). We also provide Student Finance and Grant Advice. We are foodbank voucher holders.

Our Counselling and Wellbeing service provides free and low-cost psychotherapeutic counselling. We support a varied and diverse population and offer free counselling to people facing multiple disadvantages. This means that we are able to support people who may not otherwise have access to psychological support. We also offer peer support, volunteer opportunities and skills training to our service users through our Inspire programme.

We provide a holistic wrap-around service to clients, provide crisis support, deal with underlying issues and also help with preventative work towards sustainable long-term solutions.



OUR MISSION

We support adults who are facing social, mental, financial or other personal difficulties at our centre and out in their communities, through a holistic programme of free and affordable services:



Advice



Counselling



Training



Advocacy

OUR VALUES

Passionate, Inclusive, Responsive & Community focussed

OUR IMPACT

- Increased access to rights and entitlements
- Improved mental health and wellbeing
- Improved access to life opportunities

PREMISES PROJECT MANAGER

The Project Manager will manage a project to improve the premises at 46 Knights Hill SE27 0JD. The project management responsibilities include:

- helping to establish the tasks which are required at the premises and the cost
- the coordination and completion of projects on time within budget and within scope
- overseeing all aspects of projects
- setting deadlines
- assigning responsibilities and monitoring and summarising progress of the project.
- preparing reports for the senior management regarding the status of the project.

The successful candidate will work directly with the Senior Management Team. The candidate will ensure deliverables fall within the applicable scope and budget. They will coordinate with all parts of the organisation to ensure all aspects of the works are compatible. The candidate will ensure those hired have the right skills to fulfil the project.

For Centre 70 this is an exciting time as we have just bought a long lease of the premises we have been renting since 1995. Up to now we have had short term leases. Over ten years ago we committed a substantial sum towards improvements of the building, but now is the time to do more. Not only do we want and need to smarten up the place, but we also need to upgrade the facilities and to carry out renovations to ageing features such as the windows. We want the premises to be more suitable for our clients and a far better working environment for our staff and volunteers. We want it to be a place which is right for the wide range of advice, counselling and wellbeing services we provide for the communities around and about. We want the premises to be accessible, adaptable and good for the community benefits we seek to provide now and in the years ahead. Our aim is to enhance the facilities the building can offer and the good things we can carry out from it.

Guidance notes on completion of application form, short-listing and interview

The recruitment panel will only consider information contained in your application form and will assess this against the person specification when deciding who to short list for interview. It is therefore very important that you complete the form clearly and that you provide as much information as possible.

Enclosed you will see a person specification for the job. This lists the essential requirements for the post. The **Supporting Statement section 3** of the application form is the **most important part** of your application. **You will not be shortlisted unless you have clearly demonstrated how your skill, knowledge and experience meet the essential requirements of the person specification.** You should go through the essential requirements **point by point (using the numbering/lettering)** and, drawing on your current and past work experience, voluntary work, training, knowledge, skills and life experiences to show how you meet each essential requirement **by addressing each in turn**. You should be clear and concise and limit your statement to **no more than four sides of A4**.

If you are short-listed, you will be invited to an interview where the questions will directly relate to the person specification. You may be required to take a short test/s or make a presentation relating to the skills required for the job.



How we use personal data – information for Job Applicants

Please see C70 general privacy statement on our website [link](#) (please ask if you would like a paper copy)

The General Data Protection Regulation (GDPR) is effective from May 25, 2018. For further information on your rights you can contact The Information Commissioner's Office www.ico.gov.uk

Under GDPR, (and post Brexit equivalent) UK data subjects are entitled to exercise the following rights:

- **Right of Access:** Find out what kind of personal information is held about you and get a copy of this information.
- **Right of Rectification:** Ask for your information to be updated or corrected.
- **Right to Data Portability:** Receive a copy of the information which we have.
- **Right to Restrict Use:** Ask for your personal information to stop being used in certain cases, including if you believe that the personal information about you is incorrect or the use is unlawful.
- **Right to Object:** Objecting to use of your information (where a party is processing it on legitimate interest basis) and to have your personal information deleted.
- **Right to Erasure:** In certain circumstances, you may also have your personal information deleted.

Controllers determine how personal data is processed, **Processors** process personal data on behalf of a Controller, and data subjects are persons whose personal data is collected or used. Controllers within or outside of the EU are required to respond to requests from EU data subjects who ask to exercise their GDPR rights.

C70 collects and processes personal data relating to job applicants. C70 is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

Information the organisation collects

C70 collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience, employment history, training;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK;
- information about criminal convictions; and
- details of ethnic origin, disability, gender, sexuality, religion or belief.

The organisation may collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

C70 may also collect personal data about you from third parties, such as references, information from criminal records checks. We will seek information from third parties only once a job offer to you has been made and will inform you that we are doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

How the organisation processes your personal data

C70 needs to process data to assess your application and to enter into a contract with you.

In some cases, we need to process data to ensure we are complying with our legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

We have a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend legal claims.

C70 may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. It may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. C70 processes such information to carry out its obligations and exercise specific rights in relation to employment.

For most roles, C70 is obliged to seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment and a requirement of some funders.

C70 will not use your data for any purpose other than the recruitment exercise for which you have applied. Also, if your application is unsuccessful C70 may keep your personal data on file in case there are future employment opportunities for which you may be suited.

Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes admin staff, interviewers involved in the recruitment process, managers.

C70 will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. C70 will then share your data with referees to obtain references for you, employment background check providers to obtain necessary background checks and to the Disclosure and Barring Service.

If you do not provide personal data

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all.

Security of your information

C70 will take reasonable precautions to prevent the loss, misuse or alteration of information you provide. All staff and volunteers who access your data have had data protection training to make sure your information is handled sensitively and securely.

C70 stores your information in case files and folders on secure servers and in C70 databases and ensures only authorised access with individual log ins and passwords. The data is backed up and secured securely. Your personal data is kept safe using strong passwords and encryption.

Where your data is processed

Your data is stored and processed within the EEA. If C70 ever has to share your personal data with third parties and suppliers outside the European Economic Area (EEA) C70 will ensure they evidence compliance with GDPR.

Retention Periods

C70 only keeps your data for as long as is necessary for the purpose(s) for which it was provided. Normally this is for 6 years after the interview or application date. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. You will be advised of these retention periods separately.

Automated decision-making

Recruitment processes are not based on automated decision-making.

Your data, correction, deletion, change or preference

C70 need the information held about you to be accurate and up to date. Please advise promptly of any changes to your personal circumstances or details.

Please get in touch with us at manager@centre70.org.uk or call 020 8670 0070 if you would like to exercise your right:

- to update your details
- obtain a copy of the data C70 has for you
- want C70 to correct or update any information held about you
- if you want to stop receiving information about C70s services or the medium by which that information is communicated
- if you want to request deletion from C70s records
- if you have any questions

If you want to make a complaint

If you are not happy with how C70 has handled your data, you can [make a complaint](mailto:complaints@centre70.org.uk) complaints@centre70.org.uk

You can also [raise your concern with the Information Commissioner's office](https://ico.org.uk/concerns/handling/) <https://ico.org.uk/concerns/handling/>

EQUALITY AND DIVERSITY DECLARATION

STATEMENT OF INTENT

Centre 70 (C70) declares its intention not to discriminate against anyone on the grounds of:

- (a) age;
- (b) disability;
- (c) race, colour, ethnic or national origins;
- (d) religion or belief;
- (e) gender or gender reassignment;
- (f) sexual orientation;
- (g) marital or civil partnership status;
- (h) pregnancy or maternity;
- (i) class;
- (j) caring responsibility.

In furtherance of this, Centre 70 will take positive steps to promote equality in the areas of:

- management
- recruitment and employment practices for paid staff
- recruitment and use of volunteers
- service provision
- instruction of experts/third parties
- opportunities for relevant training for employees and volunteers

C70 and its working groups intend to actively monitor and review the implementation of this policy. C70 believes these intentions are implicit in its constitution.

To ensure that the Equality and Diversity Policy is implemented, C70 has established the following policies:

- This Policy Statement on Equality and Diversity will be prominently displayed in the entrance lobby, and will be signed annually by all Board of Trustee members.
- C70s Board of Trustees and its sub-committees/sub-groups will regularly and actively monitor, and will annually review, the implementation of this policy, and will receive reports on any breach or alleged breach of these provisions. When reviewing the policy, the Board will consider the outcome of monitoring and will take remedial action if non-compliance under this policy or barriers to equal opportunities are discovered.
- The Chair of the Board of Trustees is responsible for the Equality and Diversity policy and its effective implementation. It is the responsibility of the Board of Trustees to support and communicate the Policy. All workers must accept their personal responsibility to comply with the policy.
- It is the responsibility of each individual project leader to ensure that the C70 Equality and Diversity Policy is also reviewed in conjunction with the client base held for each project, together with the composition of the staff and volunteers working within the project.
- All those involved in the recruitment of new staff or of volunteers should be provided with training to ensure that they understand their responsibilities under the policy of C70 and the relevant legal requirements.

C70 will take appropriate disciplinary action against any worker who fails to follow the Equality and Diversity Policy. Disciplinary offences include deliberate acts of discrimination or harassment.

**CENTRE 70
JOB DESCRIPTION**

POST TITLE

Premises Project Manager, short-term and part-time

RESPONSIBLE TO

Director, Head of Advice and Centre 70 Board of Trustees

JOB PURPOSE

To oversee the premises' renovation and refurbishment and associated estate tasks.

DUTIES AND RESPONSIBILITIES

Responsibilities:

- Coordinate and help the identification of the tasks required to improve the premises and facilities; work with the senior management team (SMT), members of the Premises Sub-Group and, as appropriate, staff
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Develop and document a project plan, including criteria for procurement; monitor and track progress; prepare an implementation plan to take account of interaction of work and staff and the office use.
- Obtain quotes for identified works ensuring that companies/trade people are qualified, accredited and hold membership status where appropriate, and are insured
- Coordinate both internal resources and third parties/vendors for the proper execution of projects
- Ensure the work complies with (a) building regulations and permissions, (b) all statutory requirements including for the purposes of health and safety and providing accessibility for disability and equality purposes, and (c) any requirements in the lease
- Oversee the project: maintain documentation; handle risk issues; ensure tasks projects are delivered on-time, and within scope and budget; measure project performance; and deal with snagging issues
- Manage and verify changes to the project scope, schedule and costs
- Report to SMT and escalate issues if necessary
- Establish and maintain relationships with third parties/vendors
- Deal with other estates issues that may arise (eg arrange for small tasks to be carried out)
- Identify and order relevant equipment requested by SMT
- Work within and implement where appropriate C70s policies and procedures including: Confidentiality

Policy; Equality and Diversity Policy; Safeguarding; IT Security and Data Protection Policy

- In addition to the tasks and duties listed in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

TERMS AND CONDITIONS

F/T Salary (35 hrs): £33,783 P/T salary pro rata.

Average Hours per week: 14hrs pw. Initially more hours may need to be worked during planning and procuring work, but less later to be averaged out over time. If it transpires throughout the project that more than 14 hrs pw average are needed, additional hours will be paid.

Term: Fixed Term, initially 9 months.

Overtime: Taken as time off in Lieu (TOIL)

Holidays: 28 days per annum excluding bank holidays (plus additional special days between Christmas and New Year and Friday before the August bank holiday). 1 additional day for every complete year of service up to a maximum of 33 days per annum

PERSON SPECIFICATION

Below are the required skills and experiences for this post. Please ensure you include evidence of these criteria in your application, particularly in your personal statement.

The job may require experience in the field or in a related area. The candidate should be familiar with a variety of the field's concepts, practices and procedures relevant to the tasks, and be able to rely on experience and judgment to plan and accomplish goals. The candidate will perform a variety of tasks and lead and direct the work of others. A wide degree of creativity and latitude will be expected. They will typically report to the Director and the Manager in the SMT who has responsibility for the premises and facilities. The candidate should be willing to accept ownership of the project for the premises and facilities and be open to exploring opportunities to improve them.

Project Manager top skills & proficiencies:

- Supervision
- Management
- Dealing with buildings

1. Experience

a. Proven working experience in project management	Essential
b. Proven use of client-facing and internal communication skills	Essential
c. Proven use of written and verbal communication skills	Essential
d. Proven use of organisational skills, such as attention to detail and multitasking skills	Essential
e. Dealing with building, facilities and services issues	Essential
f. Proven ability to solve problems	Essential
g. Strong working use of Microsoft Office and the internet	Essential

2. Skills and knowledge

a. Developing and Tracking Budgets	Essential
b. Project Planning and Management	Essential
c. Overseeing building work	Essential
d. Relevant building regulations and permissions	Essential
e. Procurement of materials and services	Essential
f. Process Improvement	Essential
g. Performance Management	Essential
h. Inventory Control	Essential
i. Verbal and Written Communication	Essential
j. Relevant statutory requirements including those concerning health and safety and for accessibility for disability/equality purposes	Essential
k. General organisational skills	Essential
l. Use of Microsoft Office and the internet	Essential

3. General

a. A clear commitment to and understanding of equality and diversity in relation to service provision and management. Sensitivity to cultural differences, and the ability to work in diverse settings	Essential
b. Understanding of confidentiality and data protection	Essential
c. Helpful, cooperative and can-do approach and a calm and patient but assertive manner	Desirable

Unpaid Work

Where experience is stipulated, equal weight will be attached to experience gained whether in a paid or unpaid capacity.

**CENTRE 70 APPLICATION FOR EMPLOYMENT
SUPPLEMENTARY FORM**

STRICTLY CONFIDENTIAL

This part of the form will be detached before the shortlisting process is undertaken

EQUALITY AND DIVERSITY

Centre 70 are committed to the active promotion and support of equality, diversity and opportunity both in the way services are delivered and in our role as an employer.

Centre 70 declares its intention not to discriminate against anyone on the grounds of age, disability, race, colour, ethnic or national origins, religion or belief, gender or gender reassignment, marital or civil partnership status, pregnancy or maternity, class, sexual orientation or caring responsibility.

Individuals are selected and promoted on the basis of their merits and abilities for a post.

All applicants who are disabled and meet the essential criteria will be offered an interview.

We monitor the gender, age, ethnic origin and disabilities, and sometimes other information, of job applicants to help determine if our equality and diversity policy is effective. You are asked, therefore, to provide the information outlined below. The personal information will not be made available to the shortlisting panel.

This information will only be used to monitor Centre 70's Equality and Diversity policy and will be treated confidentially.

APPLICATION DETAILS (Please write in BLACK INK or type)

Title (Mr/Mrs/Ms/Miss/Dr) (*Indicate as applicable*) Surname/Family Name:

First Names: Previous Surname/Family Name:

Address: Post code

Telephone number where you can be contacted:

Daytime: Evening:

E-mail address:

EQUALITY AND DIVERSITY MONITORING

PLEASE TICK OR COMPLETE THE APPROPRIATE BOXES. PLEASE LEAVE BLANK IF YOU PREFER NOT TO ANSWER ANY QUESTION

GENDER: Male: Female: Other (please specify)

ETHNIC GROUP: Which of the following best describes your ethnic origin:

ASIAN OR ASIAN BRITISH:

Indian
Pakistani:
Bangladeshi:
Any other Asian background:
(please specify):.....

WHITE:

British
Irish:
Any other White background
(please specify):

BLACK OR BLACK BRITISH:

Caribbean:
African:
Any other Black background
(please specify):.....
CHINESE

MIXED:

White and Black Caribbean
White and Black African
White and Asian
Any other Mixed background
(please specify):.....
ANY OTHER ETHNIC GROUP

SEXUALITY: Heterosexual Gay/Lesbian Other

GENDER RE-ASSIGNED No Yes

RELIGION AND BELIEF Christian (all) Muslim Hindu Buddhist
Sikh Jewish None Other.....

MARITAL STATUS Married/cohabiting Single Separated Divorced Widowed

DISABILITY Not considered disabled Physical Sensory Serious Illness
Learning Mental Health Cognitive Unknown Other.....

WHERE DID YOU HEAR ABOUT THE VACANCY:

DISABILITY:

Do you have any specific requirements that will help you in the recruitment/selection process requiring specific provision? YES / NO *If yes, please specify:(*delete as applicable)

CONVICTIONS:

All application forms are scrutinised with the aim of putting the interests and protection of young and vulnerable people first.

Because you will have access to vulnerable people, we will carry out Disclosure and Barring Service checks. Please confirm whether or not you have any unspent criminal convictions or spent convictions that are relevant and should be declared. The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website www.gov.uk/government/news/disclosure-and-barring-service-filtering . If you would like further details of the Rehabilitation of Offenders Act (including when convictions become spent and those spent convictions that still need to be declared) please check www.gov.uk/dbs .

Have you ever been convicted of any offence or are there any proceedings pending against you which need to be declared?

YES / NO * If yes, please provide details on a separate sheet.

Are you aware of any police enquiries undertaken following allegations against you which may have a bearing on your suitability for this post which should be declared?

YES / NO * If yes, please provide details on a separate sheet (*delete as applicable)

WORK PERMIT:

Section 8 of the Asylum and Immigration Act 1996 requires all employers in the UK to make basic document checks on every person they intend to employ (i.e. before the person begins working, which we will do if you are offered the post). Employing someone who is not legally entitled to work is a criminal offence. More information on the requirements can be found on the Home Office Website www.ind.homeoffice.gov.uk

Are you required to have a work permit? YES/NO* If yes do you have a permit? (*delete as applicable)

DECLARATION:

In accordance with the GDPR, see privacy notice attached, I give my consent for the information contained in this form, including any defined as “sensitive personal data”, to be processed in accordance with the policies of C70 for the purposes of recruitment and employment. I understand that if I am appointed, this application form will form part of my personal file and that if I am not appointed it will be destroyed after a reasonable period.

I confirm the information I have supplied is, to the best of my knowledge, true and accurate and I am legally entitled to work in the UK. I understand that deliberate misrepresentation or omission of factual information may lead to dismissal/legal action.

Where the post is a senior management post, you confirm you are not disqualified from holding the position under the Charity Commission rules. <https://www.gov.uk/guidance/automatic-disqualification-rules-for-charity-trustees-and-charity-senior-positions>

I certify that the stated information on this application form and in any letter supporting my application is correct and complete, and that any misleading statements may be sufficient for cancelling any agreements made.

Signature:

Date:

FOR OFFICE USE - NUMBER:

CENTRE 70 APPLICATION FORM

46 KNIGHTS HILL, LONDON SE27 0JD
Tel: 020 8670 0070 Fax: 020 8761 3255
www.centre70.org.uk
E-mail: recruitment@centre70.org.uk

Please complete in type or in black pen in block capitals.

Closing date: 12 noon, 22nd March 2021 (virtual interviews on TEAMS scheduled **26 March 2021**)

APPLICATION FOR APPOINTMENT AS Project Manager

Referees:

Please give the name and address of your present or most recent employer and one other person who knows you well. References will only be taken up on appointment.

1. Your present or last employer:		2. Your other referee:	
Name		Name	
Address		Address	
Email		Email	
Relationship		Relationship	

Are you related to any employee, member of the Board of Trustees or in any other way associated with Centre 70?

NO		Yes, describe nature of relationship	
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Section 1 - Employment History (most recent job first)

PLEASE ALSO PROVIDE DETAILS OF ANY GAPS

Name & address of employer	Post held and summary of duties State if paid and salary or unpaid	Dates		
		Hours pw	From	To

Section 2 - Education & Training

Institution attended/course provider	Exams & grade and/or description of course and contents summary	Dates	
	<i>Include housing specific courses</i>	From	To

Section 3 - Supporting statement (Typed/word-processed)

Important – PLEASE READ THE ATTACHED GUIDANCE NOTES ON COMPLETION OF THE FORM FIRST. Please read the person specification (attached) and, **taking and addressing each numbered essential requirement point in turn**, say why, with examples, you meet the essential requirements and are qualified for the post, referring to your knowledge and experience, current or past duties at work, training, volunteering or personal interests and hobbies, life experiences etc. ***You should limit your statement to no more than four sides of A4.***

PLEASE READ THE NOTES ABOVE HOW TO COMPLETE THIS SECTION REFERENCING THE PERSON SPECIFICATION NUMBERING, FOR EXAMPLE FOR SECTION 1 OF THE PS, ADDRESS EACH LETTER AS BELOW. THEN DO THE SAME FOR 2 and 3

1. Experience

- a. Proven working experience in project management
(please describe your experience including types of projects you have managed, the levels of complexity, and the project outcomes)
- b. Proven use of client-facing and internal communication skills
- c. Proven use of written and verbal communication skills
- d. Proven use of organisational skills, such as attention to detail and multitasking skills
- e. Dealing with building, facilities and services issues
- f. Proven ability to solve problems
- g. Strong working use of Microsoft Office and the internet