

Person Specification: Facilities Assistant / Receptionist			
	Requirement	Essential (E) or Desirable (D)	Assessed by
Qualifications or Training	Qualification in a relevant administrative or customer service discipline.	D	A/C
Experience	Experience of working in a customer facing role.	E	A/I
	Experience of using telephony systems to accept and direct inbound and outbound calls.	E	A/I
	Experience of working in a fast-paced environment.	E	A/I
	Experience of using Microsoft Office applications, primarily Outlook and Word.	E	A/I
	Experience of working in a self-directed way, with minimal direct day-to-day supervision.	E	A/I

Person Specification: Facilities Assistant / Receptionist			
		E	A/I
Knowledge, Skills and Abilities	Ability to multi-task, dealing with several issues concurrently.	E	I
	Ability to present a professional, 'can-do' attitude to visitors and colleagues.		
	Ability to remain calm under pressure.	E	I
	Ability to act on own initiative.	E E	A/I I

Assessment Methods

we are aspire



Application (A), Certificates (C), Interview and/or assessment (I), Presentation (P).