| **Person Specification: Receptionist / Administrator** |
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|  | **Requirement**  | **Essential (E) or** **Desirable (D)** | **Assessed by** |
| **Qualifications or training** | 1. Qualification in a relevant administrative or customer service discipline.
2. Maths & English level 2 or willingness to work towards
3. Willingness to undertake any qualifications / training necessary for the role
 | DEE | A/CA/CA/I |
| **Experience, Knowledge, Skills and Abilities**  | 1. Experience of working in a customer facing role
2. Previous reception experience
3. Experience of using telephony systems to accept and direct inbound and outbound calls
4. Experience of working in a fast-paced environment
5. Experience of using Microsoft Office applications, primarily Outlook and Word
6. Experience of working in a self-directed way, with minimal direct day-to-day supervision
7. Knowledge of Microsoft Office applications, particularly Outlook and Excel
8. Ability to multi-task, dealing with several issues concurrently
9. Ability to present a professional, ‘can-do’ attitude to visitors and colleagues
10. Ability to remain calm under pressure
11. Ability to act on own initiative
 | EEEEEEEEEE | A/IA/IA/IA/IA/IA/IA/IA/IA/IA/I |
| **Other** | 1. Ability to travel between sites when necessary
 | E | A/I |
|  |
|  |  |  |  | **Assessment Methods Key** |
|  |  |  | Application (A) |
|  |  |  | Interview (I) |
|  |  |  | Test (T) |
|  |  |  | Presentation (P) |
|  |  |  | Certificates (C) |