| **Person Specification: Receptionist / Administrator** | | | | |
| --- | --- | --- | --- | --- |
|  | **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 | | D  E  E | A/C  A/C  A/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 | | E  E  E  E  E  E  E  E  E  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/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) |