**PERSON SPECIFICATION**
**Receptionist**

| Criteria | Essential/ Desirable | * Application Form/ Supporting Statements/ Interview |
|---|---|---|
| Educated to GCSE level in English and Maths or equivalent. | Essential | Application Form |
| Ability to work proactively and flexibly within the team and work on own initiative. | Essential | Supporting Statements/ Interview |
| Ability to work shifts, including evenings and weekends. | Essential | Interview |
| Proven and demonstrable experience in the delivery of front-line services in a busy customer orientated environment. | Essential | Supporting Statements/ Interview |
| Excellent administrative and organisational skills, as well as excellent written and oral communication skills. | Essential | Application form/ Interview |
| Ability to work under pressure and prioritise to meet deadlines. | Essential | Supporting Statements/Interview |
| Flexibility to adapt to reactive issues and changing workloads. | Essential | Supporting Statements/ Interview |
| Experience of and/or appreciation of a multi-cultural environment. | Essential | Interview |
| Willingness to undertake training to improve skill base or adapt to changing circumstances. | Essential | Interview |
| Excellent communication skills and an advocate of customer care ensuring that the experience of each customer is positive and satisfactory. | Essential | Supporting Statements/ Interview |
| Ability to deal with sensitive and confidential information. | Essential | Interview |
| Experience in using a range of IT packages, Web, Microsoft Outlook, Windows applications. | Desirable | Application form |

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- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be "scored" as part of the shortlisting process.
- **Supporting Statements** - applicants are asked to provide a statement as part of their application to demonstrate how they meet the criteria. The response will be "scored" as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency-based interview questions, tests, presentation etc.