



PERSON SPECIFICATION

JOB TITLE	Receptionist/Administrator		
GRADE		JOB NO.	
DEPARTMENT/SECTION	Business Support		

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS:		
<ul style="list-style-type: none"> A minimum of 4 'GCSE 'or equivalent qualifications including Maths and English at Grade C or above 	√	
EXPERIENCE:		
<ul style="list-style-type: none"> Working in a front line, busy customer focused environment. Working in a Reception area Operating a switchboard. Receiving incoming calls and passing onto the appropriate receiver. Providing a service to the general public General office administration experience Purchase ordering Using, setting up, maintaining and developing administrations systems Using Microsoft Office Suite including Outlook 	√ √ √ √ √ √	√ √ √
KNOWLEDGE & SKILLS:		
<ul style="list-style-type: none"> The ability to comply with policies and procedures related to child protection and health and safety. Excellent communication skills in writing and orally at all levels Able to develop good relations with external and internal customers, staff and visitors Awareness of diversity issues and works in a positive non-discriminatory way. Able to communicate effectively with external and internal customer and colleagues Able to deal with conflicting demands e.g. answering the phone, dealing with visitors and taking a delivery. Problem solving Attention to detail in communication, organising and/or planning Word processing and typing skills Basic understanding of databases, Excel 	√ √ √ √ √ √ √ √ √	



APTITUDES:		
<ul style="list-style-type: none">• Reliable and Punctual• Ability to work under pressure while maintaining a positive professional attitude• Quick and enthusiastic learner• Smart and tidy appearance• Must be polite with an excellent telephone manner• Ability to work as part of a team• Ability to work on own initiative• Ability to take accurate messages, follow up where necessary• Ability to accurately input information on a database• Flexible approach and a willing to contribute to the success of the Business Support team	√ √ √ √ √ √ √ √ √	√ √

MF/CB - Mar17