

# Receptionist

## Person Specification

FACTORS			CRITERIA	MEANS OF ASSESSMENT		
				Application	Reference	Interview
Education and Professional Qualifications	Essential	A	A. GCSE or equivalent qualification in Mathematics and English at Grade C or above	x		
	Desirable	B	~			
Experience/ Training	Essential	C	C1. Professional Services Reception / Customer Service experience	x		x
			C2. Used to dealing with the public face-to-face and over the telephone	x		x
			C3. Experience in administration	x		
	Desirable	D	~			
Specific aptitude and abilities	Essential	E	E1. Professional and friendly manner and image		x	x
			E2. Ability to multi-task in a busy environment	x		x
			E3. Able to use own initiative			x
			E4. Excellent command of written and spoken English to give and receive clear communications	x		x
			E5. Remain calm and effective under pressure		x	x
			E6. Basic IT skills	x	x	x
	Desirable	F	~			
Interpersonal skills	Essential	G	G1. Good people skills and team experience.	x	x	x
			G2. Excellent communication skills	x	x	x
	Desirable	H	~			

<b>Special factors</b>	<b>Essential</b>	<b>I</b>	11. Enthusiastic  12. A flexible approach to work. A willing and "can do" attitude.	x		x  x
	<b>Desirable</b>	<b>J</b>	~			