#

**PERSON SPECIFICATION – RECEPTION STAFF**

# SKILLS, KNOWLEDGE AND EXPERIENCE

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| --- | --- | --- |
| ESSENTIAL | DESIRABLE | IDENTIFIED BY |
|  Experience in front line reception dealing with the publicExcellent communication & interpersonal skillsUnderstanding the role of a ReceptionistCash Handling experience | Minimum 1 years experience in a customer service roleWorking as part of a teamTo have used a computerised till Have an awareness of security and health & safety issues regarding visitors | Application form Application form Application form / InterviewApplication form Application form / InterviewApplication form / InterviewApplication form / InterviewApplication form / Interview |

# QUALIFICATIONS

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| --- | --- | --- |
| ESSENTIAL | DESIRABLE | IDENTIFIED BY |
| O Level / GCSE A-CMaths & English | NVQ 2 Customer Serviceor willingness to work towards | Certificates of qualifications. |

# ATTITUDE AND MOTIVATION

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| --- | --- | --- |
| ESSENTIAL | DESIRABLE | IDENTIFIED BY |
| Commitment to delivering a professional serviceAbility and willingness to work alone and unsupervisedResilient, flexible and able to work under pressure |  | Application Form / Interview.Application Form / Interview.Application Form / Interview. |