# 

**PERSON SPECIFICATION – RECEPTION STAFF**

# SKILLS, KNOWLEDGE AND EXPERIENCE

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| --- | --- | --- |
| ESSENTIAL | DESIRABLE | IDENTIFIED BY |
| Experience in front line reception dealing with the public  Excellent communication & interpersonal skills  Understanding the role of a Receptionist  Cash Handling experience | Minimum 1 years experience in a customer service role  Working as part of a team  To have used a computerised till  Have an awareness of security and health & safety issues regarding visitors | Application form  Application form  Application form / Interview  Application form  Application form / Interview  Application form / Interview  Application form / Interview  Application form / Interview |

# QUALIFICATIONS

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

# ATTITUDE AND MOTIVATION

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