

PERSON SPECIFICATION
Receptionist/Telephone Operator
Vacancy Reference: 0450-24

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 a small team and work on own initiative setting personal targets	Essential	Application form/Supporting Statements/Interview
Proven and demonstrable experience in the delivery of front line services in a customer orientated environment	Essential	Application form/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	Application form/Supporting Statements/Interview
Experience of and/or appreciation of a multi-cultural environment	Essential	Application form
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
To convey an appropriate rationale and interest in applying for this particular post.	Essential	Supporting Statements/ Interview
Experience in using a range of IT packages – Web, Microsoft Outlook, Windows applications.	Desirable	Application form
Experience of working on a switchboard / reception or a similar environment	Desirable	Application Form/Interview

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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 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.