Logo

Description automatically generated

**Person Specification**

**Client Receptionist**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **E- Essential**  **D - Desirable** | **Assessment** | | |
| AF | I | T |
| KNOWLEDGE, SKILLS, EXPERIENCE  Experience of working in a similar administrative role.  Experience of working with vulnerable people and/or people with complex needs.  Experience of working within a team.  Excellent communication skills.  Excellent organisational skills.  Experience of setting up new administrative processes, improving efficiency and record keeping.  Ability to communicate in more than one language (inc. sign language).  Competent IT user including Word, Excel, Outlook, Internet and other online packages. | D  D  E  E  E  E  D  E | X  X  X  X  X  X  X  X | X  X  X  X  X  X  X | X |
| BEHAVIOURS AND PERSONAL ATTRIBUTES  A proactive and resilient approach.  Ability to act on initiative.  Ability to plan and organise workload and casework.  Committed to promoting our core values in all areas of work: supportive, courageous, dynamic, inclusive.  Flexible approach to working hours. | E  E  E  E  E | X  X  X  X  X | X  X  X  X  X | X  X  X |
| SPECIAL REQUIREMENTS  Enhanced DBS. | E | X |  |  |