



South Tyneside Council

BUSINESS AND RESOURCES

PERSON SPECIFICATION

POST TITLE: Receptionist (Various Sites)

GRADE: South Tyneside Living Wage

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
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| Educational Attainment | | <ul style="list-style-type: none"> NVQ Level 2 in Administration or Customer Services A current First Aid at Work Qualification | <ul style="list-style-type: none"> Application form Certificates |
| Work Experience | <ul style="list-style-type: none"> Previous experience of working in leisure or hospitality environment e.g. face to face Experience of cash handling | <ul style="list-style-type: none"> Sales experience | <ul style="list-style-type: none"> Application form Interview References Work Based Scenario |
| Knowledge/ Skills/ Aptitudes | <ul style="list-style-type: none"> Able to communicate effectively with colleagues and members of the public Numerate Able to resolve enquiries, and problems using own initiative | <ul style="list-style-type: none"> Knowledge of computerised booking systems Knowledge of Data Protection Safeguarding training Health promotion training Customer care training | <ul style="list-style-type: none"> Interview References Work Based Scenario |
| Disposition | <ul style="list-style-type: none"> Able to work as part of a team Affable nature, amiable personality, dependable, able to work under pressure Able to adapt to changing service demands Considerate and diplomatic A commitment to customer service and responsiveness to the needs of stakeholders Flexible approach to work Committed to the principles of equality and diversity Committed to promoting health improvement and lifestyle change | | <ul style="list-style-type: none"> Interview References |

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| Circumstances | <ul style="list-style-type: none"> • Able to work unsociable hours if required • Prepared to work from various service locations • Basic security clearance | | <ul style="list-style-type: none"> • Interview • Basic check |
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