



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

PERSON SPECIFICATION

POST TITLE: Receptionist (Best Start in Life)

GRADE: Band 3

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none">• Level 2 English• Level 2 Maths• NVQ Level 2 in Business Administration or Equivalent	<ul style="list-style-type: none">• First aid qualification	<ul style="list-style-type: none">• Application form• Certificates
Work Experience	<ul style="list-style-type: none">• Experience of general clerical/administrative work• Experience of working on a reception• Experience of face to face contact with clients• Significant experience of telephone/reception duties• Experience of receiving and receipting money		<ul style="list-style-type: none">• Application form• Interview• References
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none">• Good numeracy and literacy skills• Use of ICT including word processing and data input• Able to use relevant office equipment e.g. photocopier		<ul style="list-style-type: none">• Interview• References• IT and/or data test
Disposition	<ul style="list-style-type: none">• Able to work as part of a team• Adaptable and flexible to changing circumstances• Committed to the principles of equality and diversity• Able to maintain confidentiality• Able to establish rapport with staff, parents and children• Able to work to deadlines		<ul style="list-style-type: none">• Interview• References

Circumstances	<ul style="list-style-type: none"> • Willingness to participate in training and development • Willingness to support across the partnership • Enhanced clearance from the Disclosure and Barring Service 		<ul style="list-style-type: none"> • Interview • DBS check
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