



South Tyneside Council

BUSINESS AND RESOURCES

PERSON SPECIFICATION

POST TITLE: Receptionist

GRADE: Band 3

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
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

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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