

PERSON SPECIFICATION

Essential knowledge, skills and experience

- Good communication skills: direct/telephone/interpersonal (diplomacy) & written
- Experience of switchboard and/or reception duties
- Administrative skills: ordering, recording, filing, taking messages, making appointments
- Organisational skills: working to deadlines and agreed standards
- Ability to prioritise workloads
- Friendly personality – used to dealing with the general public
- Smart appearance
- Able to work without direct supervision as well as team working
- Able to use initiative and seek advice appropriately
- Flexible in approach to duties
- Enthusiasm to learn skills
- Word processing, basic spreadsheet and email skills

Desirable knowledge, skills and experience

- Some understanding of mental health issues
- Some Cashiering experience desirable but training will be given