**West Riding Academy**

**Person Specification**

**Receptionist Administrator**

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| **Personal Skills Characteristics** | | **Essential** | **Desirable** | **Assessment Method** |
| 1. | **Qualifications and Training**    GCSE passes in Maths and English Grade C or above.    Relevant vocational qualification at level 2.    RSA stage 1 Typing/Text or Word  Processing. | √ | √      √ | AF/CQ      AF/CQ      AF/CQ |
| 2. | **Special Skills and Knowledge**    Experience of operating office equipment.    Full working knowledge and ability to use computer applications, to include word processing, spreadsheets, databases, mail merge etc.    Experience of word processing different types of documentation using a variety of software to a high standard.    Ability to meet pre-set deadlines    Ability to clearly interpret oral and written information and instructions.    Ability to work with attention to detail and accuracy, e.g. completing documentation, message taking.    Ability to communicate information in a clear and logical manner.    Awareness of the need to maintain sensitive information and records securely in order to prevent inappropriate access. | √      √          √      √    √      √        √      √ |  | AF/I      AF/I          AF/I      AF/I/R    AF/I      AF/I        AF/I      I |
| 3. | **Personal Qualities**    Conscientious, honest and reliable.    Good timekeeper. | √    √ |  | I/R    I/R |
|  | Positive approach to dealing with customers both internal and external.    Positive and constructive approach to team working.    An understanding of and commitment to equal opportunity issues both within the workplace and the community in general.    A willingness to attend appropriate external and internal training courses.    Ability to be flexible and work additional hours, sometimes at short notice. | √      √      √        √      √ |  | I      I/R      AF/I        AF/I      AF/I |
| 4. | **Personal Circumstances**    Enhanced disclosure statement is satisfactory.    Willingness to work additional hours/evenings as and when required following negotiation. | √      √ |  | C      AF |
| 5. | **Physical Requirements**    No serious health problems which are likely to impact upon job performance; this is one that cannot be accommodated by reasonable adjustments.    Good sickness/attendance record. | √        √ |  | I/R        I/R |

**Key**

\* please note that appropriate training will be provided.

AF Application form

I Interview

CQ Certificate of qualification

R References

C Subject to a satisfactory Standard disclosure statement.

This specification has been prepared in accordance with the requirements of the local authority’s Equal Opportunities in Employment Policy.

We undertake to make any ‘reasonable adjustments’ to a job or workplace to counteract any disadvantages a disabled person may have