

Person Specification

Receptionist – LDU

South Yorkshire
Community Rehabilitation Company



These criteria will be used throughout the assessment process. Please evidence all criteria listed below in your application form. You should give examples to support your answer.

Criteria and competency they link to as appropriate	Essential	Desirable	Means of measurement				
			AF	I	T/A	Q	P
Skills, Knowledge and Aptitude	<ul style="list-style-type: none"> IT skills – Ability to operate Office applications in particular Microsoft Outlook and Excel Ability to deliver clerical and office procedures in a busy environment. Ability to communicate effectively verbally and in writing. Ability to work with members of the public/service users – some of whom may have experienced emotional or social difficulties Well developed inter-personal skills Ability to complete admin related tasks which support all parts of the business 	<ul style="list-style-type: none"> Microsoft PowerPoint to a high standard. 	√	√		√	
			√	√			
			√		√		
			√	√			
				√	√		

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Training and Qualifications	<ul style="list-style-type: none"> GCSE Level English and Math or Equivalent at Grade C or above RSA Stage II Typing/Word Processing or equivalent. 		√			√	
			√			√	
Experience	<ul style="list-style-type: none"> Experience of problem solving and organising activity under pressure. Administrative and clerical experience. Experience of working on a reception environment Experience of dealing with financial tasks 	<ul style="list-style-type: none"> Previous experience in dealing with vulnerable people 	√	√			
			√				
			√				
Disposition	<ul style="list-style-type: none"> Ability to remain calm in potentially difficult circumstances Display an empathetic manner when interacting with Service Users 		√	√			
				√			
Special Requirements	<ul style="list-style-type: none"> Late night reception cover until 9.00pm Staff are expected to wear a uniform (supplied) Ability to be flexible across all SYCRC offices (additional travel will be paid) 		√	√			
			√				

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Hours and days of work will be reviewed 6 monthly to assess business needs

Measurement Key

AF	Application Form	T/A	Test/Assessment	P	Presentation
I	Interview	Q	Qualification		