

## PERSON SPECIFICATION

Ref.:

Job Title: Receptionist

Grade: Pay band 1

Review Date: June 2011

Location: Various

Department: Various

### Knowledge and Qualifications:

	E	D	Method of Assessment
<ul style="list-style-type: none"> <li>Knowledge of reception and administrative systems/processes.</li> <li>Good understanding of office procedures.</li> <li>Basic keyboard skills and a working knowledge of MS Office (Word, Excel)</li> <li>RSA Stage II in Typing or Word Processing (or equivalent)</li> <li>An understanding of the Criminal Justice System and how the Probation Service fits and works within it.</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>A/I</li> <li>A/I</li> <li>A</li> <li>A</li> <li>A/I</li> </ul>

### Recent and Relevant Experience:

	E	D	Method of Assessment
<ul style="list-style-type: none"> <li>Experience of working within a busy office environment.</li> <li>Experience of maintaining manual and electronic recording systems using IT packages including Word, Excel, Access and Lotus Notes (or equivalent packages).</li> <li>Experience of working pro-actively and flexibly as part of a team.</li> <li>Experience of working on a reception desk or in an environment which involves dealing with the public.</li> <li>Experience of handling difficult clients and situations.</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>A/I</li> <li>A/I</li> <li>A/I</li> <li>A/I</li> <li>A/I</li> </ul>

### Skills and Competencies:

	E	D	Method of Assessment
<ul style="list-style-type: none"> <li>Ability to communicate effectively; verbally, being clear and communicating with a range of people and in writing, producing documents to a good standard of content and accuracy.</li> </ul>	✓		<ul style="list-style-type: none"> <li>I</li> </ul>
<ul style="list-style-type: none"> <li>Ability to follow complex procedures and systems.</li> </ul>	✓		<ul style="list-style-type: none"> <li>I</li> </ul>
<ul style="list-style-type: none"> <li>Ability to organise own workload to meet deadlines.</li> </ul>	✓		<ul style="list-style-type: none"> <li>I</li> </ul>
<ul style="list-style-type: none"> <li>Ability to contribute to a team working environment in order to meet workload demands and targets.</li> </ul>	✓		<ul style="list-style-type: none"> <li>I</li> </ul>
<ul style="list-style-type: none"> <li>Ability to work on own initiative.</li> </ul>	✓		<ul style="list-style-type: none"> <li>I</li> </ul>

### Physical, Mental and Emotional Demands:

	E	D	Method of Assessment
<ul style="list-style-type: none"> <li>From time to time, the postholder may be required to respond appropriately to difficult situations within the reception area of the building, such as aggressive language or behaviour.</li> </ul>	✓		<ul style="list-style-type: none"> <li>A/I</li> </ul>
<ul style="list-style-type: none"> <li>Ability to work in situations of competing demands and interruptions.</li> </ul>	✓		<ul style="list-style-type: none"> <li>A/I</li> </ul>

### Other:

	E	D	Method of Assessment
<ul style="list-style-type: none"> <li>A commitment and willingness to undertaking appropriate development to enhance professional practice and to respond positively to the introduction of new technology and processes.</li> </ul>	✓		<ul style="list-style-type: none"> <li>I</li> </ul>

### Key –

[E] = Essential Criteria

[D] = Desirable Criteria

Method of Assessment

[A] = Application (Form or CV)

[I] = Interview

[T] = Psychometric or other Tests