

PERSON SPECIFICATION

Job Title: Everybody Receptionist / Clerical Assistant

FACTOR	Essential (E) Desirable (D)
QUALIFICATION	<p>1. 3 GCSE's or equivalent (including Maths & English). (E)</p> <p>1. ECDL (D)</p>
EXPERIENCE	<p>1. At least 12 months experience of office administration and customer facing reception duties. (E)</p> <p>2. Previous experience of cash handling. (E)</p> <p>1. Previous experience of working in a leisure (or similar) environment. (D)</p>
KNOWLEDGE	<p>1. Good understanding of general office and receptionist procedures. (E)</p> <p>2. Competent in the use of Microsoft Office applications. (E)</p> <p>3. Demonstrate good customer care practice. (E)</p> <p>1. Knowledge of current issues affecting leisure provision (D)</p> <p>2. Have experience of working procedures within a leisure centre. (D)</p>

	<p>3. Show awareness of current financial regulations. (D)</p> <p>4. Be familiar with current "stocktake" processes and procedures. (D)</p>
<p>SKILLS AND ABILITIES</p>	<p>1. Good general data input skills and be familiar with the maintenance of computerised records. (E)</p> <p>2. Good communication / telephony skills competently communicating with internal and external customers utilising the Trusts telephone system. (E)</p> <p>3. Show good levels of integrity and demonstrate the ability to deal with staff and members of the public in a confident / diplomatic manner. (E)</p> <p>4. Demonstrate good organisational skills. (E)</p> <p>5. Have the ability to confidently carry out daily duties whilst under pressure. (E)</p> <p>6. Show a creative and open minded approach to new duties acknowledging the wider implications and benefits to the organisation as a whole. (E)</p>

<p>PERSONAL QUALITIES</p>	<p>1. Strong communication and interpersonal skills. (E)</p> <p>2. Conscientious, reliable and honest. (E)</p> <p>3. A willingness to learn and develop. (E)</p> <p>1. Commitment to and ability to promote equality of opportunity. (D)</p>
<p>MOTIVATION</p>	<p>1. Be self motivated and have the ability to motivate others. (E)</p>
<p>WORK REQUIREMENTS</p>	<p>1. Flexible working week, available evening and week-ends. (E)</p> <p>2. Be compliant with Everybody procedures / working practices. (E)</p> <p>3. Good attitude towards punctuality. (E)</p>