|  |  |
| --- | --- |
| **Employee Specification – Bank Receptionist** |  |

St Gemma’s Hospice is an equal opportunities employer and endeavors to recruit the best person for each vacancy regardless of gender, race, religion or belief, age, sexual orientation, disability or any other factor irrelevant to the ability to do the job. Employees are required to follow the Human Resources policies and procedures supporting recruitment and selection.

| **Attributes** | **Essential** | **Desirable** | **How identified**  **Interview = I**  **Application form = A** |
| --- | --- | --- | --- |
| **Experience** |  |  |  |
| Reception and/or Customer Service experience | √ |  | A/I |
| Administrative/clerical experience | √ |  | A/I |
| Experience of using a switchboard |  | √ | A/I |
| Experience of working with volunteers |  | √ | A/I |
| Experience of locking up and alarming a whole building independently | √ |  | A/I |
|  |  |  |  |
| **Knowledge** |  |  |  |
| Basic knowledge of Word/Outlook | √ |  | A/I |
|  |  |  |  |
| **Qualifications/Training** |  |  |  |
| Customer Services Training |  | √ | A/I |
|  |  |  |  |
| **Skills/Abilities** |  |  |  |
| Excellent telephone manner | √ |  | I |
| Excellent interpersonal skills | √ |  | I |
| Good verbal and written communication skills | √ |  | I/A |
| Good administrative/organisational/clerical skills | √ |  | I/A |
| Ability to work as part of a team | √ |  | I |
| Ability to use own initiative | √ |  | I |
| Ability to work with minimum of supervision | √ |  | I |
|  |  |  |  |
| **Personal Attributes** |  |  |  |
| Flexible approach to work | √ |  | I |
| Reliable | √ |  | I |
| Responsible | √ |  | I |
| Approachable | √ |  | I |
|  |  |  |  |