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| **Employee Specification – Receptionist (Bank)** |  |

St Gemma’s Hospice is an equal opportunities employer and endeavours 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 Personnel policies and procedures supporting recruitment and selection.

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