

PERSON SPECIFICATION

Please ensure that you show **how** you meet the following requirements when completing your application form.

JOB TITLE: Reception Administrator – Shop Assistant - Clarence House

Qualifications & Experience	Method of Assessment:
1. Experience dealing with people face-to-face	Appl. Form
2. Experience in handling telephone calls and message taking	Appl. Form
3. Literate and numerate	Appl. Form
4. Working/dealing with older people	Appl. Form
Skills and Personal Attributes reqd.:	Method of Assessment:
1. Confident and outgoing with a positive outlook	Appl. Form & Interview
2. Proactive, able to use initiative and can work with minimal supervision	Appl. Form & Interview
3. Excellent IT skills, with experience using Microsoft office package and other online software packages	Appl. Form, Practical Test & Interview
4. Good written and spoken communication skills	Appl. Form & Interview
5. Being able to work under pressure	Appl. Form & Interview
6. Being polite and courteous with excellent interpersonal skills	Appl. Form & Interview
7. Able to prioritise and good organisational skills	Appl. Form & Interview
8. Ability to work independently and as part of a team	Appl. Form & Interview
Understanding of:	Method of Assessment:
1. Database input	Appl. Form & Interview
2. Research and analysis of data	
3. Basic information regarding older people's issues	
Other:	Method of Assessment:
1. Smart appearance	Appl. Form & Interview
2. Reliable and flexible	Appl. Form & Interview
3. Commitment to training & personal development	
4. Embraces change when beneficial to the business/charity	Appl. Form & Interview
5. Commitment to good health & safety practice	Appl. Form & Interview
6. Commitment to high quality services	Appl. Form & Interview

Assessment Methods: Application Form/Interview/Practical Tests (where necessary)