

CASTLE POINT BOROUGH COUNCIL

HOUSING & COMMUNITIES

Post No: RB036

Post Title: Part time Receptionist

PERSON SPECIFICATION

Person Spec.	Evidenced	Activity (E = Essential, D = Desirable)	Receptionist
Qualifications	A/C	Educated to GCSE grade C level (or equivalent)	D
Experience, Knowledge & Skills	A/R	Excellent track record of delivering services with high customer satisfaction	E
	A/R	Excellent track record in the day to day referencing and scanning of post into EDMS systems	D
	I/S	Able to represent the council in a positive and professional manner	E
	A/R	Excellent track record in delivering a professional and effective reception service	E
	A/R	Excellent track record in operating and maintaining switchboard services	E
	A/R/I	General knowledge of the procedures, operational functions, and legislative requirements of a wide range of Council services	D
	A/R/I	Able to embrace change in an open, positive, and enthusiastic manner	E
	A/I/S	Excellent track record of successfully working both individually, and as part of a team	D
	A/I	Able to communicate effectively, both orally and in writing	E
	A/R/I	Able to work to and achieve challenging targets, both individually and as part of a team	E
	A/S/C	Excellent IT skills, including use of a wide range of software packages such as Microsoft, CRM, internet, switchboard, and telephony systems	E
	A/R/I	Ability to multi-task and work to tight timescales	D
	A/R/I	Ability to work methodically, accurately, and with attention to detail	D
	A/R/I	Ability to maintain standards when working under pressure	E

A = Application form

C = Certificates

I = interview

R = References

S = Selection test

