

Person specification: Receptionist

The post holder needs to be able to demonstrate the following core competencies to a high level and use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following competencies during the selection process, if you are short-listed.

Core competencies	
Customer focus	Ability to work unsupervised
Friendly persona	Communication
Organisational systems and processes	Excellent time keeping
Self-motivation	

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to submit a covering letter to demonstrate your capabilities in relation to each of the areas outlined below. Where relevant, please illustrate how your competencies have helped you to achieve positive results. This will give you the best possible chance of being short-listed.

Experience

- Experience of greeting guests and visitors and making them feel welcome in a positive and friendly manner
- Experience of working on a switchboard co-ordinating a high volume of calls during peak periods, prioritising work and situations
- Experience of basic clerical duties and office procedures
- Approachable with good interpersonal skills
- A good standard of personal presentation
- Ability to promote a positive image of the company to the customer

Special knowledge and role requirements

- Good working knowledge of using MS Office to a competent level within an office environment, especially MS Word, Excel and Outlook
- Excellent communication skills with peers of all levels up to senior management
- Ability to work largely on own initiative
- Positive and friendly persona
- Excellent time-keeping skills

Additional job requirements

- Willingness to work flexibly in response to changing organisational requirements
- An interest in the health and leisure industry

Statement

This person specification is issued as a guideline to assist you in your duties, it is not exhaustive and we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business, this person specification may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this person specification, and according to the needs of the company.