

PERSON SPECIFICATION



Secretary and Receptionist

	Essential	Desirable	Method of assessment
Qualifications			
Educated to A-level standard or equivalent		D	App + Int
Experience			
Previous customer service experience (internal and external)		D	App + Int + A
Experience in Windows Office software	E		App + Int
Ability to learn how to use bespoke IT systems	E		App + Int
Personal Skills and Abilities			
Ability to deal confidently with people at all levels and in varied situations.	E		App + Int
Excellent communication skills	E		App + Int + A
Ability to make decisions appropriate to level of responsibility		D	App + Int
Ability to exercise initiative in routine problem-solving	E		App + Int
Willingness to develop an interest in the work of the CCDC		D	Int
Comfortable working with limited supervision	E		App + Int
Attention to detail	E		App + Int + A
Good organisational skills	E		App + Int
A friendly and approachable manner	E		Int
A strong team-player	E		Int
Knowledge			
Appreciates the need for confidentiality in a professional environment	E		App + Int
Disposition and Attributes			
Conscientious	E		App + Int
Flexible approach to work	E		App + Int
A willingness to take on new challenges	E		App + Int

E – Essential, D – Desirable, Int – Interview, A – Assessment, App – Application Form