Person Specification

Job title	Receptionist
Project/team	Clouds House, East Knoyle
Reports to	Treatment Manager

		Essential (e) Desirable (d)
Experience Type and quantity of experience rather than years of experience	Previous administrative experience, preferably with experience of providing receptionist duties.	E
Skills Specialist, technical and general	Administrative work experience in an office environment	E
	Experience of providing a friendly and reassuring reception for visitors	E
	Experience of providing a prompt and professional experience to incoming telephone calls	E
	Good organisation of records and attention to detail	E
	Ability to be empathic with clients whilst at the same time maintaining clear professional boundaries	E
	Ability to maintain the principles of confidentiality in all areas of work.	E
Qualifications and education	Possession of a recognised administration qualification, eg NVQ	D
	Good standard of education	E
Knowledge	Good working knowledge of Microsoft applications, eg Outlook, Word, Excel	E
	Knowledge of safeguarding vulnerable children/adults	D
Personal Attributes	Good time keeping; enthusiastic & motivated; flexible & creative approach to work; team player	E
	Open and non-judgemental attitude towards clients and their families	E

| Fit with Charity and team values | Commitment to all principles of treating people fairly and equally | E |