

Date of Issue:	Ref:
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Personnel Specification

Job Title: Receptionist	Section/Site:	
Grade: 2	Location: As per advert	

The Personnel Specification aims to provide a clear picture of the person you want to do the job. It should record the main attributes which the person needs and should be drawn from a critical examination of the job description.

NOTES:
It is often the case that attributes sought overlap each other and people who prepare personnel specifications find it difficult to decide which heading they should go under. Do not worry about getting information in precise boxes. At the end of the day, the important factor to bear in mind is that all the information necessary to accurately describe the applicant is expressed on the specification and not that it is in the appropriate place on the form.

If the form is used in a flexible way, some of the elements may not be appropriate, if so, say this in the column "not applicable" (N/A) or ignore them.

Remember DO NOT SET STANDARDS WHICH DIRECTLY OR INDIRECTLY LEAD TO UNFAIR DISCRIMINATION.

	Essential	N/A	How identified
<p>1. <u>Physical</u></p> <p>What does the job require in the way of:- Appearance, manner, speech, general health, voice etc. What does the job require in the way of physical activity, such as lifting and carrying, operating machinery etc. Consider the real needs of the job. Be particularly wary about setting age limits which actively discriminates against specific age groups and disabled people.</p>	<p>A good attendance record: - Candidates should have less than 3 absences in the last 12 months or not more than 6 days over the 12 month period prior to any conditional offer being made.</p> <p>Smart appearance</p>		<p>Employment references and medical screening undertaken as part of conditional offer.</p> <p>Performance in interview process.</p>
<p>2. <u>Qualifications</u></p> <p>What does the job require in the way of:- Level of formal qualifications required to carry out the job. Describe these by level of attainment and by subject matter where appropriate, e.g. Degree, HNC, Professional Qualifications, GCSE's, CIPFA etc. Consider carefully whether these are absolutely necessary.</p>			<p>Formal possession of an appropriate qualification to be verified at interview or from records.</p>
<p>3. <u>Experience</u></p> <p>What does the job require in the way of : - Specific related job experience and in what type of working environment. What kind of life experience could supplement or replace this? Which is more important to the success of the job?</p>	<p>1 years experience in a reception based environment.</p> <p>Working with a computerised booking system.</p> <p>Dealing effectively with telephone enquiries both internal and external</p> <p>Cash handling, reconciliation skills.</p>		<p>Past employment activity record. Performance in related selection methods, e.g. presentation, group discussion.</p>

	Essential	N/A	How identified
<p>4. <u>Training</u></p> <p>What does the job require in the way of:- Specific and/or specialist training in order to do the job, eg training in recruitment and selection, health and safety, supervisory, management, interpersonal skills. Apprenticeship in a recognised trade. Practical training in the use of specific equipment, arc welding, word processing etc.</p>	<p>Must be willing to attend appropriate training courses as required.</p>		<p>Past training history from application form and records. Selection process by demonstration of ability to display knowledge and skills at the interview.</p>
<p>5. <u>Special Knowledge</u></p> <p>What special knowledge is required in order to perform the job properly, eg a knowledge of employment legislation, health and safety, accounting, financial planning regulations, languages, computer systems, local area etc.</p>			<p>Qualifications held and demonstration of knowledge at interview.</p>
<p>6. <u>Circumstances (personal)</u></p> <p>What kind of personal circumstances are required to do the job properly? The ability to work shifts, weekends etc. The willingness and ability to travel and stay away from home. Willingness to live in if the job requires. Ability to drive, car ownership.</p>	<p>Flexibility in working hours</p> <p>Flexible approach to work schedules</p>		<p>Ensuring candidates are aware of these requirements from the job description. Interview questions and application form details.</p>
<p>7. <u>Disposition</u></p> <p>How far does the job require: - Being steady, dependable, persevering, persistent, even tenacious, being difficult to distract or discourage. Getting on well with others, working readily with others, co-operating, influencing others. Depending on oneself rather than others, relying on own resources, accepting responsibility, leadership qualities, ability to motivate others. Ability to cope with monotony, neatness, accuracy of work, attention to detail</p>	<p>Able to work with minimal supervision</p> <p>Able to work as part of the overall team</p> <p>Understanding and calm when dealing with customers</p> <p>Attention to detail and accuracy</p>		<p>Performance in related selection process, eg exercises, group discussion, problem-solving, questions etc.</p>
<p>8. <u>Practical and Intellectual Skills</u></p> <p>What practical and intellectual skills are required for performing the job effectively? Does the person need to be a practically orientated person, should they be able to make decisions, should they be able to understand information derived from complex reports. What degree of manual dexterity is needed. Does the applicant need to be mechanically minded.</p>			<p>Performance in related selection process.</p>
<p>9a. <u>Legal Requirements</u></p> <p>Are there any limitations or requirements imposed by statute that candidates must comply with, eg special qualifications, minimum age range etc. Are there any "Genuine Occupational Qualifications" as defined in legislation which apply to this post?</p>	<p>Comply with all relevant policies and legislation</p>		<p>Application form and interview questioning and reference.</p>