

The Next Step Trust

Person Specification: Receptionist

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Qualifications	Experience of providing a high level of customer service	Previous experience of working in a reception role.	Application Form Interview
Work Related Experience & Associated Skills	<p>IT skills - confident in using Microsoft office packages.</p> <p>Good organisational skills and ability to work on own initiative</p> <p>Good time management skills and the ability to balance work tasks.</p> <p>Ability to work independently and as part of a team</p> <p>Customer Service skills</p>	<p>Experience of working in care service environment</p> <p>Commitment to supporting Next Steppers and their parents/carers and families.</p>	Application Form Interview
Specialist Knowledge & Personal Attributes	<p>Ability to be approachable and helpful</p> <p>Ability to communicate effectively at all levels, in person and in writing.</p> <p>Well motivated and enthusiastic</p>	Problem solving skills	Interview

	<p>Commitment to Equal Opportunities</p> <p>A desire to do things better</p> <p>Reliable and conscientious</p>	<p>Knowledge of and commitment to the values and principles of equality, diversity and inclusion</p>	
<p>Specialist Working Conditions</p>	<p>Be prepared to work across centres as required.</p> <p>Be prepared to work flexibly and be able to cover for early mornings and later finishes where required.</p>		<p>Application Form Interview</p>