

## PERSON SPECIFICATION



The person specification must detail the level at which a person should have reached before you recruit them. You should use the dimensions and levels for the second gateway subset of the relevant KSF outline to assist with developing the person specification.

Successful candidates **MUST** have the potential to achieve the knowledge and skills requirements of their second gateway.

Job Title: Receptionist

Department: East & North Herts

Date last reviewed: 14<sup>th</sup> June 2023

	<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	Good level of education/GCSE incl. English Language	√	
	Good level of numeracy	√	
	European Computer Driving Licence or equivalent.	√	
	NVQ II or equivalent, or willing to work towards this qualification	√	
	RSA II or equivalent, or willing to work towards this qualification	√	
<b>Skills &amp; Knowledge</b>	General knowledge of office procedures and an all-round education, with a keen interest in the Health service.	√	
	Be proficient in the use of computerised systems, Outlook, Word & Excel in order to produce a high standard of finished work; And knowledge of EPR Systems	√	
	Keyboard skills to a high level;	√	
	The ability to organise and prioritise own workload and to work under pressure and within agreed guidelines	√	
	Excellent communication skills when dealing with clients, their relatives/carers and other outside agencies either by telephone/letter or face to face contact	√	
	Display the ability to exercise initiative, tact and judgement and be able to	√	

	<p>make decisions when required to do so.</p> <p>Appreciation of confidentiality</p> <p>Demonstrate the ability to work as part of a team;</p> <p>The ability to exercise the Trust Values and behaviours, Kind, Welcoming, Positive, Respectful and Professional</p>	<p>√</p> <p>√</p> <p>√</p>	
<b>Experience</b>	<p>Experience working in an office environment and/or in a Mental Health setting;</p> <p>Strong interpersonal skills, demonstrating the Trust values,</p> <p>Ability to apply discretion as and when required;</p>	<p>√</p> <p>√</p> <p>√</p>	
<b>Communication Skills</b>	<p>Ability to communicate effectively when under pressure and dealing with challenging callers or visitors who may be anxious, angry or have barriers to communication</p>	<p>√</p>	
<b>Analytical Skills</b>	<p>Ability to analyse information effectively and promptly, thereby ensuring correct conclusion for action</p> <p>Ability to access various resources</p> <p>Ability to work using own initiative</p>	<p>√</p> <p>√</p> <p>√</p>	
<b>Diversity</b>	<p>Treat everyone with whom the post holder comes into contact with dignity and respect;</p> <p>Acknowledge others' different perspectives;</p>	<p>√</p> <p>√</p>	
<b>Physical Skills</b>	<p>Advanced keyboard skills. Use of photocopier, franking machine, scanner;</p>	<p>√</p>	

<p><b>Physical Effort</b></p>	<p>The post is based in the reception which requires long periods in front of a computer; inputting data;</p> <p>Managing a busy small telephone system</p> <p>Managing client finances from the reception,</p> <p>Managing stationery which requires walking to different levels of the building;</p> <p>an occasional requirement to work in other units during times of emergency;</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<p><b>Mental Effort</b></p>	<p>Able to cope with a challenging and unpredictable workload.</p> <p>Ability to cope with frequent interruptions which may require the post holder to multi-task with ease</p>	<p>√</p> <p>√</p>	
<p><b>Emotional Effort</b></p>	<p>Able to deal with occasional exposure to emotional circumstances when dealing with service users/relatives and carers;</p> <p>Able to deal with the occasional distressing and aggressive behaviour, whilst remaining professional;</p>	<p>√</p> <p>√</p>	
<p><b>General</b></p>	<p>The post holder must be willing to be flexible, as working over several sites is a requirement.</p>	<p>√</p>	
<p><b>ADDITIONAL INFORMATION</b></p> <p><b>Welcoming</b> <b>Kind</b> <b>Positive</b> <b>Respectful</b></p>		<p>√</p> <p>√</p> <p>√</p> <p>√</p>	

**Our values**

Welcoming Kind Positive Respectful Professional

