



## Person Specification

**Job Title:** Receptionist/Admin Assistant  
**Wakefield Primary Cluster**

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of a range of software packages using a Windows environment including a sound working knowledge of email and databases	✓	
Experience of operating basic office equipment including photocopier and fax	✓	
Experience of operating a franking machine		✓
Experience as a receptionist with excellent customer service skills		✓
<b>Qualifications</b>		
GCSE (grade A-C) or equivalent in English and maths	✓	
ICT Literacy (e.g. ECDL or equivalent)		✓
Customer Service qualification	✓	
<b>Skills</b>		
Ability to communicate clearly and effectively both verbally and in writing	✓	
Mature and flexible approach to work	✓	
Ability to multitask and work well under pressure	✓	
Ability to provide a high level of customer service	✓	
Enthusiasm, flexibility and a 'can-do' attitude	✓	