



**Person Specification – Receptionist and Administrator**

	<b>Essential (E)/ Desirable (D)</b>	<b>How assessed Application (A) Interview (I)</b>
<b>Education, professional training, and qualifications</b>		
GCSEs or equivalent, including Maths and English at grade C or above.	E	A
Further qualification relating to business administration and/or customer service	D	A
Willingness to engage in further training relevant to the role	E	A/I
<b>Experience and specialist knowledge</b>		
Extensive experience working as a receptionist or as a first point of contact with customers, clients, etc.	E	A/I
Experience working in a busy office environment.	E	A/I
Experience working within an educational environment, ideally higher education.	D	A/I
<b>Skills and abilities</b>		
Demonstrable excellent customer service skills.	E	A/I
Excellent written and oral communication skills	E	A/I
Computer confident with good IT skills using Microsoft Office and experience working with databases.	E	I
High level of attention to detail	E	A
Excellent interpersonal skills, able to build rapport when meeting new people	E	I
Highly effective organisational and time management skills	E	A/I
Proactive team player	E	A/I
Ability to work collaboratively across boundaries in partnership with colleagues	E	I
Ability to work in and adapt to a fast-paced environment	E	A
Ability to problem solve and develop solutions	E	I
<b>Personal qualities</b>		
Ability to manage change positively.	E	I
Discreet and can maintain confidentiality.	E	I
Can act on own initiative within specified boundaries.	E	A
Proactive in pursuit of work to its completion.	E	I
Flexible in approach to work.	E	I
Cares and demonstrates a commitment to the success of learners within a safe and positive learning environment.	E	I
Demonstrates a commitment to supporting a customer focussed and student-centred learning experience.	E	I
Possess well-developed interpersonal skills and can communicate effectively and appropriately with people from a wide range of backgrounds with a caring and professional manner.	E	I
Demonstrable commitment to equality of opportunity and the ability to challenge behaviours which do not positively advance the diversity agenda.	E	I

Demonstrable experience of representing the values of an organisation in daily life.	E	A/I
Demonstrable experience of upholding the values of Norland and the Norland Code of Professional Responsibilities.	D	A/I
Demonstrates a positive attitude, professionalism, passion and energy.	E	I
Motivated and committed to continuous improvement for self and colleagues.	E	A/I
Willingness to become part of the Norland community by engaging and participating in Norland-wide activities and being a positive role model to others.	E	A/I
<b>Unusual post requirements</b>		
Occasional Saturday working to cover Norland open days and other events	E	A