

PERSON SPECIFICATION

POST TITLE Receptionist

DEPARTMENT Operations and Management Support

TEAM Reception

	Essential	Desirable
Education and training	a) Minimum of 5 GCSEs including Maths and English Language (or ability to prove competence at equivalent level)	a) Admin qualifications / training b) 2 A levels (or equivalent)

	Essential	Desirable
Relevant experience	a) Answering telephone calls and dealing effectively and efficiently with customers b) Dealing effectively with the general public c) Organising and managing own workload d) Supervising volunteers e) Using own initiative to take a task through to completion f) Proven ability to use current versions of Microsoft office applications competently (word, excel, outlook) g) Producing and maintaining accurate and detailed information h) Working as part of a team i) Juggling various tasks and priorities	a) Working as a receptionist b) Working with a computer database

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> a) Current Microsoft office applications (Word, excel, outlook) b) Protecting personal data 	<ul style="list-style-type: none"> a) Health & Safety b) First Aid

	Essential	Desirable
Skills and abilities	<ul style="list-style-type: none"> a) Excellent communication skills, both written and spoken. b) Excellent organisational and administrative skills c) Excellent interpersonal skills d) Ability to listen well and make decisions based on the relevant information e) Able to work on own initiative and keep calm under pressure f) Ability to communicate well in challenging situations g) Ability to prioritise and achieve deadlines h) Ability to maintain confidentiality i) Accuracy and attention to detail 	

	Essential	Desirable
Other attributes	<ul style="list-style-type: none"> a) Committed Christian. b) Adhere to the vision and values of KingsGate c) High standard of personal presentation d) Ability to maintain positive relationships with other staff whilst working in a busy environment e) Punctuality and reliability f) Willingness to work in a flexible manner at times g) Willingness to serve others h) Positive and enthusiastic manner with 'can do' approach i) Commitment to equality & diversity 	

This person specification was reviewed by the Assistant to Exec Pastor (Operations and Management Support) in June 2021

KingsGate Community Church has a Smoke-Free Policy. Smoking is not permitted in any of the premises or vehicles owned or leased by the organisation.