



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

<b>Job title:</b> HR Receptionist
<b>Division:</b> Human Resources <span style="float: right;"><b>Accountable to:</b> HR Operations Manager</span>

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	• Previous Receptionist experience	D
	• Good-level of general education to A-Level standard/equivalent	E
	• Experience of working within a Higher Education environment	D
	• Excellent IT skills, including Microsoft Word, Microsoft Excel and Microsoft PowerPoint	E
	• Understanding of confidentiality and ability to work with often sensitive information in compliance with Data Protection regulations.	E
	• Experience conducting Right to Work checks	D
<b>Communication</b>	• Excellent ability to understand and convey information in a clear, accurate and appropriate manner in all formats of communication	E
	• Ability to produce and edit correspondence	E
	• Excellent customer service skills	E
	• Clear and concise written English	E
	• Ability to use own initiative and be proactive and solution-orientated	E
<b>Planning and Organising</b>	• Experience in managing a demanding workload with frequently changing/multiple priorities, with minimum supervision whilst ensuring accuracy and excellent attention to detail at all times	E
	• Excellent ability to prioritise, plan and organise own workload to meet short-, medium- and long-term	E



	<p>deadlines</p> <ul style="list-style-type: none"> <li>• Experience of working independently, but also able to recognise when a problem should be escalated</li> </ul>	E
<b>Teamwork and Motivation</b>	<ul style="list-style-type: none"> <li>• Experience in contributing actively to help a team to meet annual and cyclical objectives in a busy environment</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to sustain momentum and a positive approach in a pressurised environment</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Flexibility and willingness to undertake a varied range of administrative tasks for the HR Division</li> </ul>	E
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Delivery of high standard of accuracy in all work with a good eye for detail</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to proactively provide a high standard of customer service and information accurately and promptly to internal and external customers</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to follow administrative procedures in an accurate and timely manner</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to develop good working relationships with internal and external contacts</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Experience of showing initiative to improve processes and methods</li> </ul>	D

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**