



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.

Job title: Receptionist (LSE Residences)

Department/Division: Residential and Catering Services
Accountable to: Front of House Manager

Competency	Criteria	E/D
Knowledge and Experience	Experience of working in a customer service-focussed role in a busy, fast paced environment	E
	Experience of a customer service role in the the hospitality sector	E
	Knowledge of the residential operation at LSE	D
	Experience of using a property management system (Rezlynx)	D
	Experience of using Planon.	D
	Good working knowledge of Microsoft Office suite including Word, Excel and Outlook and Teams.	D
	Proficient in the use of social media platforms.	E
Service Delivery	High level of attention to detail.	E
	Ability to effectively assist colleagues to resolve issues when needed.	E
	Ability to monitor the quality of the service provided by the reception team and to make improvements where needed.	E



Planning and Organising Resources	Ability to prioritise tasks to meet competing objectives.	E
	Ability to manage time effectively and self-motivate without supervision.	E
	Ability to organise events for colleagues and students, to motivate and involve other key staff in these events.	E
	Ability to anticipate problems with existing or proposed ways of working and suggest alternatives or solutions.	D
Teamwork and Motivation	Experience of training new members of staff.	E
	Ability to create new procedures and successfully implement them.	E
	Ability to encourage and motivate reception team members and provide appropriate feedback on performance when required.	E
	Ability to be flexible to take varying roles while pursuing the goals of the team.	E
	Enthusiasm for working with students and dedication to providing a great experience for students in LSE halls	E
Communication	Ability to communicate effectively and appropriately with internal and external customers and colleagues with a good command of the English language both orally and in writing.	E
	Ability to respond effectively to customer queries and complaints.	E
	Experience of taking a proactive approach to liaising with colleagues in the division.	E
	Experience of delivering clear and consistent communication with team and colleagues.	E
	Confidently handle challenging conversations or situations and support the FHM in the process.	E



	Excellent face to face and telephone manner.	E
Initiative and Problem Solving	Ability to deal with a variety of problems and complaints as they arise.	E
	Calm under pressure and able to ask for support when needed.	E
	Proven judgement in referring issues and problems to line manager when appropriate.	E
	Ability to assist in dealing with a variety of emergency situations (e.g. fire evacuation, medical emergencies) including where situations are not anticipated within existing processes.	E
	Experience of sharing knowledge and best practices with peers, openly and effectively.	E

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

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