



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 and Team Administrator	
Department/Division: Law School	Accountable to: Facilities and Short Course Manager

Competency	Criteria	E/D
Knowledge and Experience	Some administrative experience in an office or reception environment.	E
Communication	Good written and spoken communication skills to provide a warm and professional reception service by email and in-person.	E
	Experience of responding to routine enquires, using template responses and referring matters to colleagues as appropriate.	D
	Ability to recognise sensitive matters, exercising tact and discretion.	E
Service Delivery	Good working knowledge of Microsoft Office suite.	E
	Knowledge of audio-visual and general IT hardware set-up following an induction process.	D
	A warm, courteous and professional attitude.	E
Planning & organisation	Experience of prioritising and managing own workload.	E
	Ability to work accurately and with attention to detail.	E
Liaising and Networking	Ability to form effective, cordial and professional working relationships with colleagues across LSE.	E
Initiative and Problem Solving	The initiative to identify and resolve problems proactively.	E
	Ability to judge when to refer a problem or enquiry to others.	E
Teamwork and Motivation	Experience of working on own initiative and as part of a team.	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.