**Person Specification –** Bank Receptionist/Administrator

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|  | **Essential (E)/ Desirable (D)** | | **How assessed**  **Application (A)**  **Interview (I)**  **Task (T)** |
| **Education, professional training, and qualifications** | | | |
| GCSEs, or equivalent, including Maths and English at Grade C or above | E | | A |
| A-levels, or equivalent | D | | A |
| Willingness to engage in further training relevant to the role | E | | A/I |
| **Experience and specialist knowledge** | | | |
| Extensive experience of working within a Receptionist and/ or administration role | E | | A/I |
| Experience of working within a busy office environment | E | | A/I |
| Experience working within an educational environment | D | | A |
| **Skills and abilities** | | | |
| Demonstrable excellent customer services skills | E | | I/T |
| Excellent written and oral communication skills | E | | I/T |
| Computer confident with good IT skills using Microsoft Office | E | | A/T |
| High level of attention to detail | E | | A/T |
| 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/T |
| **Personal qualities** | | | |
| Demonstrable experience of upholding the values of Norland and the Norland Code of Professional Responsibilities | D | | I |
| 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/T |
| 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 |
| Demonstrates a positive attitude, professionalism, passion and energy | E | | I |
| Demonstrates willingness to immerse into the life and culture of Norland | 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 |
| **Unusual post requirements** | | | |
| Occasional Saturday working to cover Norland open days and other events | | E | A |