

# APPLICATION PACK

## COMPETENCY BASED PERSON SPECIFICATION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

Job Title: Reception Administrator

Competency: Respect for diversity How Measured: F

Demonstrates behaviors that include fairness, respect, dignity, inclusiveness, empathy, integrity, and ethical conduct. Advocates for and demonstrates an understanding of the value of differences that promote and sustain a diverse community.

Essential Criteria:

- Ability to work in a way that promotes equality of opportunity, diversity and inclusion

Desirable Criteria:

- None

Competency: Professional Knowledge/Expertise How Measured: F/I

Having achieved a comprehensive level of technical and professional skill or knowledge in position-related areas.

Essential Criteria:

- Minimum of 1 year recent full time experience (or part-time equivalent) of reception work or customer service environment

Desirable Criteria:

- Experience of voluntary / advice sector

Competency: Planning, organising and delivery How Measured: I

Adopts a clear approach to planning, prioritising and organising work, to meet individual and organisational objectives, making effective use of time and resources.

Essential Criteria:

- Excellent planning, organisational and time management skills, with the ability to multi-task between tasks
- Ability to work on own initiative and prioritise a busy workload
- Excellent IT skills, including use of word processing, email and the use of the internet

Desirable Criteria:

- None

**Competency:**      **Effective communication**      **How Measured:** F/I

Displays good interpersonal and communication skills, talks and writes logically, concisely and persuasively. Actively listens, observes and picks up on the content of what is being said. Communicates ideas and information in the appropriate manner for the audience.

**Essential  
Criteria:**

- Ability to communicate complex issues clearly, succinctly and sensitively, both verbally and in writing.
- Excellent listening skills
- Ability to put people at ease and project a friendly, respectful, and professional manner to centre visitors.
- Good telephone communication skills
- Able to handle difficult situations and defuse potential problems
- Fluent in English and Somali

**Competency:**      **Achieving results**      **How Measured:** I

Demonstrates a drive to do things better and to set and strive for challenging goals that support the long-term success of the organisation. Identifies priorities and develops clear goals that are consistent with agreed strategies and objectives. Establishes plans of action to ensure achievement of results and delivers results in a timely manner.

**Essential  
Criteria:**

- Good attention to detail and accuracy in completing administrative tasks

**Desirable  
Criteria:**

- None

**Competency:**      **Analytical, evaluation and problem solving**      **How Measured:** I

Assesses and interprets information, defines key issues and takes a proactive approach to dealing with them. Actively identifies solutions to problems and implements these appropriately. Can demonstrate recognition and development of new ideas and opportunities.

**Essential  
Criteria:**

- Ability to research, analyse and interpret complex information / issues
- Ability to present well thought out solutions in response to client enquiries

**Desirable  
Criteria:**

- None

**Competency:** Team working and interpersonal skills      **How Measured:** I

Works co-operatively and flexibly with other members of the team to achieve a common goal. Communicates within groups and considers others in discussions and decisions. Actively helps and supports others. Understands and is tolerant of differing needs and viewpoints.

**Essential  
Criteria:**

- Ability to build trust and positive working relationships both internally and externally
- Ability to communicate and work effectively, co-operatively and considerately with colleagues and to receive as well as give support
- Ability to support staff on a day to day basis and advise or assist with administrative related matters

**Desirable  
Criteria:**

- None