

Receptionist/Administrator – Person Specification

**Doncaster Alcohol Services
: Receptionist Administrator
Person Specification**

	Essential	Desirable	How Assessed
Qualifications	General Educational qualification to GCSE English or equivalent Good standard of written English		Typing Test Interview Certificates
Experience	Maintaining recording systems Working in a client focused environment Dealing with telephone and written enquiries. Drafting letters Working with a database	Working with SystemOne database	Application form
Skills	Organisational skills in planning workload, diarising deadlines for Agency Good record keeping skills and general ability to set up and maintain files. Good Typing Speeds Good interpersonal skills and telephone manner Able to work without close day to day supervision Word processing skills Knowledge of Word and Excel Able to draft letters and forms and collate information and materials Ability to maintain internal and external confidentiality boundaries	Knowledge of Quality Assessment Processes Experience of devising and populating Risk Assessments Minute taking	Application Form Interview Typing test
Special Requirements	Able to cope with working in a busy reception area, with a great deal of variety (and often interruptions) in day to day routines Able to respond sensitively and effectively with people who are sometimes distressed or who present challenging behaviour Able to offer some flexibility of working hours. Able to work with people with diverse backgrounds and experience Able to work evenings on a rota basis		Application Form Interview

Receptionist/Administrator – Person Specification

	Neat and methodical working practice		
--	--------------------------------------	--	--