

Designation:	Receptionist
Grade:	Stroud 2
Responsible to:	Head Receptionist, The Pulse Dursley
Service Area:	Cultural Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

GCSE Maths & English (Grade C or above) or equivalent

SKILLS & KNOWLEDGE

IT skills to include MS standard applications
Ability to learn bespoke systems quickly

PERSONAL ATTRIBUTES

Committed to providing excellent customer service.
Committed to keeping skills up to date (training)
Reliable
Able to work under pressure
A good verbal communicator
Ability to react in an emergency situation.

OTHER

Must be able to attend staff training on a Saturday at 6am (1st Saturday of each month)
Available to work and cover at short notice.
Good eyesight
Good level of hearing
Follow instruction
Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

First aid

EXPERIENCE

At least 1 year in a customer focused role

SKILLS & KNOWLEDGE

First aid
Customer service skills/dealing with the public.
Health & safety awareness

PERSONAL ATTRIBUTES

Able to work in a team and on their own.
Want to work and cover shifts at short notice.

CORE COMPETENCIES

1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. **Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. **Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.