

### **Person Specification**

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|------------------------------------------------------------|--------------------------------------------|
| <b>Job Title:</b><br>Receptionist/Administrative Assistant | <b>Department:</b>                         |
| <b>Division/Section:</b>                                   | <b>Job Number:</b>                         |
| <b>Grade:</b><br>Scale 3                                   | <b>Date last updated:</b><br>February 2023 |

#### **IMPORTANT INFORMATION FOR APPLICANTS**

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

| <b>CRITERIA</b>                                                                                                                                                                                                                                                                  | <b>METHOD OF ASSESSMENT</b>                                           |
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| <b>EQUALITY AND DIVERSITY</b><br><br>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. |                                                                       |
| <b>KNOWLEDGE:</b><br><br>The ability to undertake a wide range of administrative tasks using set procedures e.g. filing, collating figures.                                                                                                                                      | Application Form/Interview/Certificate/Test<br>(delete as applicable) |
| <b>QUALIFICATIONS:</b> Scale 3<br><br>A good understanding of literacy, numeracy and IT skills                                                                                                                                                                                   | Application Form/Interview/Certificate/Test<br>(delete as applicable) |
| <b>EXPERIENCE:</b><br>Experience is essential in all routine clerical tasks and responsibilities, sufficient to enable the postholder to undertake work with minimal supervision. A flexible approach to work is essential and the ability to work in a                          | Application Form/Interview/Certificate/Test<br>(delete as applicable) |

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| stressful and demanding situation for short periods is desirable.                                                                                                                                                                                                                                     |                                                                       |
| <b>SKILLS AND ABILITIES:</b><br><br>Ability to undertake routine clerical tasks.<br><br>Good level IT skills.<br><br>Good level of literacy and numeracy.                                                                                                                                             | Application Form/Interview/Certificate/Test<br>(delete as applicable) |
| <b>PERSONAL STYLE AND BEHAVIOUR:</b><br><br>Ability to communicate effectively with staff, parents and children with a good standard of interpersonal skills and confidence.<br><br>A positive approach is essential.<br><br>Ability to exercise confidentiality and discretion of sensitive matters. | Application Form/Interview/Certificate/Test<br>(delete as applicable) |
| <b>OTHER SPECIAL REQUIREMENTS:</b><br><br>(SUCH AS WILLINGNESS/ABILITY TO WORK OUT OF HOURS, DRIVING LICENCE ETC BUT ONLY IF AN ESSENTIAL JOB REQUIREMENT)                                                                                                                                            | Application Form/Interview/Certificate/Test<br>(delete as applicable) |