

Person Specification – Receptionist/Administration Officer – Full Time

Criteria	Essential	Desirable	Tested by
Knowledge			
<ul style="list-style-type: none"> ▪ of local government ▪ of Hertford 	√	√	app form/ interview
Skills			
<ul style="list-style-type: none"> ▪ excellent written and oral communication skills ▪ computer literate and competent with: <ul style="list-style-type: none"> ○ Word or similar ○ Excel or similar ○ Databases ▪ numerically competent ▪ able to engage with a variety of people ▪ able to prioritise tasks ▪ able to work on own initiative to deliver tasks successfully 	√ √ √ √ √ √ √ √ √		interview / test interview / test interview / test interview interview / test interview
Experience			
<ul style="list-style-type: none"> ▪ previous office experience including clerical work ▪ worked in local government ▪ worked face to face with public ▪ helped organise events (not necessarily in paid position) 	√	√ √ √ √	app form /interview “ “ “
Qualifications / Training			
<ul style="list-style-type: none"> ▪ GCSE / O-level or equivalent Maths & English passes ▪ NVQ qualifications ▪ Secretarial qualifications ▪ Specific Computer training 	√	√ √ √	app form “ “ “