



THE SWANSEA AND BRECON DIOCESAN BOARD OF FINANCE



PERSON SPECIFICATION

RECEPTIONIST & ADMINISTRATION ASSISTANT

COMPETENCY	ESSENTIAL	DESIRABLE
Educational Qualifications	Minimum of 5 GCSEs (or equivalent) including both Mathematics and English	A recognised administrative qualification
Professional/Technical Qualifications	Qualified by Experience	Formal qualifications in typing or word processing
Experience and Job Knowledge	<p>Experience in a reception or front of house role</p> <p>Knowledge and experience of administrative procedures</p> <p>Experience of telephone management systems</p> <p>Experience in handling postal and email communications</p> <p>Excellent computer skills with experience of MS Office software, including Excel, Word and Outlook</p> <p>Familiarity with operating a bookings system and the preparation of facilities for meetings and conferences</p> <p>Understanding of stock control and asset management systems and the management of deliveries</p> <p>Experience of drafting letters and minute taking</p> <p>Experience in following and formulating office procedures</p>	<p>At least 2 years' experience in a welcoming role</p> <p>At least 3 years' experience in an administrative role</p> <p>Knowledge of data protection legislation</p> <p>Experience of using cloud-based document management software</p> <p>Experience of working with a database, both inputting and extrapolating information</p> <p>Experience of working with office photocopying equipment</p>
Skills and Competencies	A confident communicator both orally and in writing with an exceptional telephone manner.	Ability to exercise good judgement and make appropriate decisions

	<p>Excellent organisational skills, able to work on own initiative and prioritise own workload</p> <p>A strong customer focus</p> <p>Excellent observation skills with an eye for detail</p> <p>Ability to maintain complete confidentiality and an awareness of the importance of this aspect of work</p>	Ability to speak Welsh
Personal Qualities	<p>A strong work ethic with high personal standards</p> <p>Willing and able to demonstrate a commitment to the role and to any ongoing training needs</p> <p>A strong team player</p> <p>Resilient and able to remain calm under pressure</p>	An empathy with and understanding of the Christian ethos of the organisation
Special Circumstances (if any)	The ability to drive and access to a vehicle for occasional use	The ability and willingness to work outside of normal working hours, as occasional extended or weekend working may be required