

## Reception / Helpline Support Officer Person Specification

	Essential
<b>Skills</b>	
Ability to manage own time effectively and prioritise workloads.	Essential
Ability to work on own initiative and as part of a team.	Essential
Ability to work well under pressure and to meet deadlines.	Essential
Excellent communication skills, both verbal and written.	Essential
An understanding, interest and enthusiasm in helping improve services for local people and their families.	Essential
<b>Knowledge</b>	
Knowledge of Microsoft Office	Essential
Ability to work within the boundaries of a Confidentiality Policy	Essential
Awareness of some of the difficulties faced by people in South Lakeland	Essential
<b>Experience</b>	
Experience of working in a busy office environment, fulfilling a range of duties	Desirable
Reception and Switchboard experience	Desirable
<b>Knowledge</b>	
Knowledge / awareness of Equal Opportunities Policy	Essential
Knowledge / awareness of Data Protection Policy	Essential