

Person Specification

Job Title Receptionist / Administrative Officer	Role Band S1
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Education and Qualifications

A good general standard of education is essential.

Knowledge and Experience

Essential:

- Competent in the use of computer technology, especially word processing, databases, the internet and e-mail
- An ability to write business letters in a standard format

Desirable:

- Previous experience of receptionist work

Skills and Aptitudes

Essential:

- Excellent interpersonal skills and an ability in particular to deal maturely and confidently with enquiries and visitors and create a good impression on others
- A motivation and desire to learn new skills
- An ability to work independently yet be a team player and to complement the work of other staff within a small but active organisation
- Good organisational and administrative skills

Values and Behaviours

An interest in co-operative values and principles and the structure of the co-operative movement is desirable