

SOUTH WALES FIRE AND RESCUE SERVICE
PERSON SPECIFICATION

DEPARTMENT	Business Support
POST TITLE	Receptionist
POST NO	NU417
GRADE	4
LOCATION	FSHQ

Essential criteria marked in **bold** with an asterisk* will be used for short-listing purposes. Please ensure you address these requirements in your Application Form (under the Experience and Other Information section). You should provide clear evidence that demonstrates you meet each area based on your skills, knowledge, experience and abilities relevant to the post.

Where a qualification is highlighted as being an 'Essential Criteria', you will be required to provide a copy of your Certificates with your Application Form.

Factor	Evidence	Essential/ Desirable	How Identified
Knowledge/ Experience	Proven experience of using Microsoft Office Packages including Word, Excel and Outlook.*	Essential *	Application/ Selection
	Ability to communicate through the medium of Welsh GCSE First Language/SYLFAEN equivalent level of language skills*	Essential *	Application/ Selection
	Experience of working in an administrative role.	Desirable	Selection
	Experience of using switchboard and providing reception facility	Desirable	Selection
Personal Style	An understanding and respect for people's differences. Committed to adopting a fair approach to others.*	Essential *	Application/ Selection
	Ability to work in full compliance with confidentiality policies and procedures	Essential	Selection

Intrapersonal	<p>Ability to work effectively with others both within the Fire & Rescue Service and in the Community.*</p> <p>Ability to communicate effectively both orally and in writing to a range of different audiences</p>	<p>Essential *</p> <p>Essential</p>	<p>Application/ Selection</p> <p>Selection</p>
Task	<p>Ability to understand, recall, apply and adapt relevant information in an organized, safe, systematic way.*</p> <p>Ability to adopt a conscientious and proactive approach to achieve and maintain excellent customer service standards</p>	<p>Essential *</p> <p>Essential</p>	<p>Application/ Selection</p> <p>Selection</p>

