JOHNSONS
NURSERIES

# Employee Specification – Reception & Office Administrator

| Attributes | Essential | Assessed via: | Desirable | Assessed via: |
|---|---|---|---|---|
| Experience | Receptionist or administrative role in an office environment | CV/Covering Letter/Interview | Supporting multiple departments or working across teams | CV/Covering Letter/Interview |
| | | | Front-of-house professional | CV/Covering Letter/Interview |
| | | | Coordinating room bookings, catering bookings and post | CV/Covering Letter/Interview |
| | | | Communication with customers by phone and email | CV/Covering Letter/Interview |
| Qualifications | | | Business Administration or Customer Service qualification | CV/Covering Letter |
| Skills and abilities | Effective communication skills (verbal and digital) to liaise with colleagues and external visitors. | CV/Covering Letter/Interview | Ability to coordinate basic office functions (e.g. maintenance, refreshments, post). | Interview |
| | Interpersonal skills. | Interview | Confidence in engaging with visitors and representing the company. | Interview |
| | Ability to multitask and prioritize effectively. | CV/Covering Letter/Interview | | |
| | Effective organizational skills. | Interview | | |

| Attributes | Essential | Assessed via: | Desirable | Assessed via: |
|---|---|---|---|---|
| Skills and abilities (cont.) | Basic numeracy skills to support relevant administration tasks | CV/Covering Letter/Interview | | |
| | Literacy skills, with an ability to read and understand English | CV/Covering Letter | | |
| | Ability to work independently and as part of a team. | CV/Covering Letter/Interview | | |
| | Proactive approach to identifying and solving problems. | CV/Covering Letter/Interview | | |
| Knowledge | Proficient in Microsoft Office (Outlook, Word, Excel). | CV/Covering Letter/Interview | Familiarity with general health and safety awareness in an office setting. | CV/Covering Letter/Interview |
| | Awareness of equality issues. | CV/Covering Letter/Interview | | |
| Others | Reliability in order to provide the front of house service we require. | Interview | | |
| | Adaptable and open to taking on new or varied responsibilities. | Interview | | |
| | A positive, can-do attitude and a willingness to support wherever needed. | Interview | | |