

PERSON SPECIFICATION (Support Staff)

JOB TITLE: Receptionist
 BUSINESS GROUP: Admin
 LOCATION: Southampton

Criteria	Essential	Desirable
Skills/Qualifications	<u>Skills:</u> <ul style="list-style-type: none"> • Accurate and precise • Typing • Needs to be extremely well organised and tidy • Able to run a tight diary schedule • Able to work within a team environment as well as on own initiative • Able to work under pressure • Flexible 	<u>Qualifications</u> <ul style="list-style-type: none"> • GCSE English • GCSE Maths <u>Skills</u> <ul style="list-style-type: none"> • Attention to detail with figures • Attention to detail in respect of Case Management and Quality Standard Policies
Knowledge	IT literate	Case Management
Experience	Reception Experience	
Presentation	<ul style="list-style-type: none"> • Presentable appearance • Good telephone manner 	
Attributes	<p>A “Warner Goodman person” is one who shows at all times:-</p> <ol style="list-style-type: none"> 1. The utmost honesty and integrity 2. A “can do” positive attitude 3. A willingness to help others and to go the extra mile 4. An enthusiasm for the firm, its people and its clients 5. A sense of pride and loyalty towards the firm and its people 6. A flexible attitude 	

	<p>towards their job description</p> <p>7. A passion for delighting our clients</p> <p>8. A desire to communicate with our clients and our people in a polite, friendly, approachable and pragmatic manner</p> <p>9. An ability to deliver fees and focus on individual profitability</p> <p>10. A desire to seek continual innovation and improvement</p>	
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