

Person Specification

Receptionist

	Essential	Desirable	How are they assessed?
Alignment with Gateway Psychology Values	<ul style="list-style-type: none"> Committed to professional, ethical and skilled work processes. Understand that Gateway works closely with the whole system around the child rather than just the child alone. Provides warm, compassionate, and welcoming environment for children, young people and families to access Gateway's psychological services. Works in close liaison with existing staff as required. Committed to high quality and responsiveness 		Application and interview.
Education and Qualifications	<ul style="list-style-type: none"> GCSE to level 6 or higher, with good grades in English and Maths. Alternatively, NVQ Level 2 minimum, again with English and Maths 	<ul style="list-style-type: none"> Post qualification training such as courses in Business/Office Administration or Customer Services would be desirable 	Application and interview.
Skills and Aptitudes	<ul style="list-style-type: none"> Warm and empathic personal skills/abilities Compassionate, friendly and approachable attitude Must be able to work independently, where work is managed rather than supervised. See beyond the immediate job requirements and undertake tasks to the overall benefit of the company 	<ul style="list-style-type: none"> Experienced in face-to-face and video link meetings (to assist clinicians as necessary) Experience in IT support such as printer / CCTV / software troubleshooting and assistance to staff 	Application and interview.

	<ul style="list-style-type: none"> • Works within professional ethics, guidelines and company policies. • Competent IT user, including Microsoft Office ™, ZOOM ™, Google Workspace, etc 		
<p>Personal Qualities and Attributes</p>	<ul style="list-style-type: none"> • Excellent organisational skills – must be able to plan and prioritise workloads, company activities or group sessions etc. • Must be able to coordinate with other staff and customers as required. • Able to cope with occasional distressing or emotional circumstances. • Able to be reflective about own work style • Organised, reliable and punctual • Ability to form good working relationships with others in a multidisciplinary setting. • Ability to communicate well with other staff and clients. • Interest in and ability to contribute to service development. 	<ul style="list-style-type: none"> • Flexible, pro-active and a “self-starter” • Resilient and not easily flustered • Able to “put down” and “pick-up” work after interruptions • Experience or understanding of SME private businesses. 	<p>Application and interview.</p>