**Receptionist/Administrator**

**Person Specification**

# Personal

* Able to understand and make a commitment to a code of confidentiality.
* A self-motivated and confident person able to relate well to people with a visual impairment, older people and those from diverse cultures.
* To meet the needs of people with a visual impairment.
* Good team working skills.
* Ability to handle difficult situations calmly.

# Skills

* Experience of working closely with people from all sectors of the community.
* Ability to use own initiative.
* Ability to plan and prioritize workload.
* Confident and proficient with I.T. packages including Excel, Word, PowerPoint, Access and Outlook and the Internet.
* Excellent written, verbal, interpersonal and communication skills. The ability to effectively and diplomatically communicate with Local Authority/NHS/DWP staff.

Desireable

Book keeping and Accountancy skills

Knowledge of the impact of visual impairment.