



## THE PERSON

### Front of House Assistant

Criteria	Essential / Desirable	Method of Assessment
<b>Qualification</b>		
Level 2 standard of education (e.g. GCSE) or equivalent experience demonstrating basic numeracy and literacy.	E	
Recognised Qualification in Customer Service	D	
Recognised Qualification in receptionist/telephonist	D	
BICS Cleaning Operators Proficiency Certificate level 1	D	
<b>Knowledge &amp; Experience</b>		
Previous experience working in an administrative/reception role.	E	
Working experience in customer services and communication.	E	
An understanding of the importance of front of house services in an emergency service.	E	
Knowledge of administrative good practice and experience of operating a computerised switchboard.	E	
Previous Fire Marshal experience.	D	
Experience of working independently and as part of a team.	E	
Experience of using information to solve problems.	E	
Knowledge of the broader activities of Essex Fire & Rescue Service.	D	
<b>Skills &amp; Abilities</b>		
Able to work effectively and remain calm under pressure.	E	
Good written and verbal communication skills.	E	
Confident in using ICT systems such as Word, Excel, Outlook.	E	
Able to work on own initiative without constant supervision.	E	
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure.	E	
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines.	E	
Able to help others acquire skills and experience.	E	
<b>Other</b>		
The ability to travel around the county may be required.	E	Application Form
Willingness to work flexibly.	E	Application Form

## Person Specification

Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	Application Form
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	Application Form