

# BALTIC CREATIVE

## COMMUNITY INTEREST COMPANY

### PERSON SPECIFICATION

Job Title: Baltic Creative (BC) – Receptionist & Administration Assistant (RAA)

ESSENTIAL	DESIRABLE
<b>1. EXPERIENCE</b>	
<ul style="list-style-type: none"> <li>Minimum 1-year work experience in a customer facing role</li> </ul>	<ul style="list-style-type: none"> <li>Experience working in a fast-paced office environment</li> <li>Experience of running a busy reception desk</li> </ul>
<b>2. QUALIFICATIONS</b>	
<ul style="list-style-type: none"> <li>Educated to GCSE level</li> <li>Desire to gain new skills and qualifications if required or needed for the role (employer to fund)</li> </ul>	<ul style="list-style-type: none"> <li>Educated to Degree level</li> <li>Relevant Business Administration qualification or similar in property, finance or marketing</li> </ul>
<b>3. JOB KNOWLEDGE/SKILLS</b>	
<ul style="list-style-type: none"> <li>Excellent customer service, organisation and administrative skills</li> <li>Excellent written and oral communication skills</li> <li>Excellent computer skills including word processing, spreadsheets, databases and power-point</li> <li>Excellent attention to detail and accuracy</li> <li>The ability to work to tight deadlines</li> </ul>	<ul style="list-style-type: none"> <li>Experience of a property management environment</li> <li>Experience of working in the Creative &amp; Digital sector</li> <li>Understanding of CIC's / social enterprises</li> <li>Experience using Apple Mac OS software and hardware devices</li> <li>Experience of using Google Workspace applications (formerly G Suite)</li> </ul>
<b>3. PERSONAL QUALITIES</b>	
<ul style="list-style-type: none"> <li>Interest in the Creative and Digital Sector</li> <li>A passion for Customer Care</li> <li>Someone with a great attitude and enthusiasm</li> <li>A confident communicator</li> <li>Creative thinker and practical planner</li> <li>Well-developed interpersonal skills and the ability to deal with people at all levels</li> <li>Commitment to producing high quality work</li> <li>Ability to work in a team and on your own</li> <li>Ability to grasp ideas and concepts quickly</li> <li>High standard of personal presentation</li> <li>Punctual and good time management</li> </ul>	<ul style="list-style-type: none"> <li>Willingness to work Flexible working hours</li> </ul>