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The purpose of the Job Description

The point of having a job description when recruiting someone for a job is so the person can get a good idea of what job is he applying for. For this, the job description or the job advert should have a good description of the daily tasks that the person would be doing at the job. It should also mention other basic information such as salary, location, etc. (Mellor, 2009)

Sometimes people do not work very well at their jobs. This isn't because they do not want to, but rather because they are not a good fit for that particular job. The job description they read perhaps might not be true to what the person is doing on a daily basis. A good job description can avoid people being trapped in a situation like this. It is also in the recruiters benefit to make an accurate job description so that they don't have to deal with people leaving the job shortly after joining.

A proper job description should be as descriptive of the job as possible so a candidate can make an informed decision if he/she wants to apply for the position.

The description should include a good description of the daily tasks, eg:

- if it's a computer based job where IT skills are important,
- if there are any heavy lifting involved (should the candidate have health issues),
- if there will be lots of travel and possibly staying away from home at time,
- an appropriate range of expected salary,

Having those details allows the candidate and recruiter avoid disappointment after starting the job.

The purpose of the Person Specification

The job description describes what person will be doing at work while a person specification describes what the recruiter expects from the person applying for the job. This generally includes team working skills, knowledge of technical products, language skills, etc. (reed, 2017)

Not to be confused with a job description, a person specification will not have reference to salary requirements or relocation. However, these might overlap at times, for example the recruiter might have an internal person specification requiring that the persons expected salary be within a certain range.

The main purpose of a person specification is to allow the person applying for the job to use as a checklist to see if he/she fits the requirements set by the recruiter. It also helps the recruiter during the interview or pre-interview selection. The recruiters can have an objective list of criteria to compare each individual against and do so in an equal manner to get the most non-discriminatory comparison between candidates.

Being able to compare all persons applying for a job increases the chances of hiring the right person. Having the checklist of desired skills, the person specification, also helps the person applying for the job to better prepare for the interview.

Also, in UK by law it not allowed to discriminate based on gender, race, religion, etc. People, including professional recruiters will have some personal preference for a person of certain

type. Having a clearly laid out plan of what the company wants, and having this published along with the job advert reduces the chances of illegally discriminating during hiring.

Job specific CV for the position of Receptionist

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Personal Statement

Full of energy and pragmatic and target oriented receptionist keen on bringing strong organisational and administrative capabilities to a bright company in need of team level support. I have excellent communication skill, fluent in three languages, have a friendly and professional approach and can be relied upon to the job done.

Key skills summary

- Using telephone system with multiple phones;
- Managing large array of incoming and outgoing documents to clients and stakeholders;
- Security processing all of the technical and financial documents leaving the office;
- Packaging and mailing delivery;
- Data entry and management within office for client and staff data;
- Strong interpersonal skills and good phone manners;
- Capable of maintaining a professional level conversation in three languages;

Experience

05/2014 – Present - Kumar's Cabs – Receptionist – London

- Managed the receptionist areas of responsibilities, including handling phone calls from clients requesting cab rides
- Managed calls during busy hours and public holidays, such as new year's eve and Christmas
- Handled clients bank details and carried out transactions over the phone
- Administered invoices for the company's suppliers by using emails and phone to keep all invoices in correct order

06/2013 – 02/2014 – South Hall Taxes – Receptionist – London

- Kept the front desk and reception area neat and organised
- Provided visitors with key cards for access to the premises after finishing their registration form
- Transcribing notes from team meetings

Education

ESOL – Level 2 – London - 2013

BA Sylhet Higher College – Bangladesh - 1975

Hobbies

Spending time with family, watching news,

Competency Statement 1 – Decision Making

During my work as a receptionist at Kumar's Cabs I was once presented with a situation where there were no senior staff available at the office and there were many calls for cabs coming in. Some of the clients on the phone were commercial clients and repeat clients and there were many new clients on the phone.

In such a situation it would be a senior staff member who'd allocate the cabs to pick up the clients. But without anyone else available I had to task myself with allocating resources to try to meet all the clients demands that day.

There were lots of repeat costumers that day but even more new costumers. The dilemma was to prioritise repeat business or possibly get new and bigger costumers. The overall goal was to serve as many costumers as possible. I made a list of who wanted a ride, from where to where and how long each of the rides would take. This was done in excel and using bubble diagrams, and soon became a fairly complicated list. But I was able to organise the cabs in such way that they'd pick up a new passenger as soon as the previous was had been dropped off.

Out of the 30 costumers that had called that night, my pragmatic organisation and decision making skills allowed me to serve 27 costumers. My boss was very happy the next day.

Competency Statement 2 – Time Management

Upon starting university I had to organise my daily timetable. It clashed heavily with work and time I normally reserve for family.

Either I managed to organise my time in such way that I could accommodate all my duties and hobbies or I would have to drop them from my routine to fit in university studies. I decided to make a Gantt chart to get an average daily time distribution.

In the Gantt chart I placed the time taken for work, including since I got up until I got back home in one large block that'd be fixed and offered very little flexibility. The rest of the time I spent on family and some time on the weekends for myself and my hobbies. As much as I tried I could not move family time to the later parts of the day due to my kids being asleep by then. So, I put family time right after work on the Gantt chart. On most days, having the routine Work>Family left me a few hours in the late night to carry on with my hobbies of watching the news and catching up with the world. As for university requirements, the days when I go to classes I left them completely for studying, so I could have two continuous days to focus on studies. I left the weekends as flexible time that could be used to catch up on anything I missed during the week, otherwise the weekends would be a time to relax.

This has been helping to manage my time for past two semesters.

Personal learning outcomes from this report

By writing this report I learned how to write a better CV and got a good idea of what employers actually look for in a CV and also how to best present it to them.

In writing the report, specially in formatting my CV, I developed my Microsoft Word skills quite a lot. This will be very useful in the future.

In general, I enjoyed writing the report.

References

Mellor, C., 2009. [Online]

Available at: <https://www.cumminsmellor.co.uk/news/2009/03/the-importance-of-the-job-description-and-person-specification-when-recruiting/>

reed, 2017. [Online]

Available at: <https://www.reedglobal.com/blog/2017/07/the-purpose-of-a-person-specification>