

**PERSON SPECIFICATION**  
**Receptionist/Administration Assistant**

Attributes	Essential	Desirable	How Identified
<b>Education and Training</b>			
<ul style="list-style-type: none"> <li>GCSE C or above in Maths and English;</li> <li>Professional qualification in Administration; and</li> <li>First Aid certificate (training will be provided if not held).</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	Application Form
<b>Experience</b>			
<ul style="list-style-type: none"> <li>Prior reception/customer service experience;</li> <li>Prior experience of working in a school or with young people in an education setting;</li> <li>; and</li> <li>Ability to work as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>	Application Form & References
<b>Knowledge/Skills</b>			
<ul style="list-style-type: none"> <li>Excellent communication and strong organisational skills;</li> <li>Strong administration skills, able to adeptly deal with pupil records and reports, filing, emailing, completing registers and school returns;</li> <li>Knowledge, understanding and competence in ICT;</li> <li>Efficiency - dealing with routine telephone calls, face to face enquiries, signing visitors in at Reception, in an efficient and courteous manner;</li> <li>Ability to handle confidential information sensitively;</li> <li>Ability to communicate effectively with 11 - 18 year old students;</li> <li>Ability to work closely and productively with teachers and support staff;</li> <li>Ability to communicate effectively and diplomatically with parents when appropriate;</li> <li>Excellent time management skills, with an ability to prioritise work accordingly;</li> <li>A flexible work ethic; and</li> <li>Knowledge, understanding and competence of current school software including SIMS, Parentpay, Medical Tracker, PS Financials.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	Application Form & Interview
<b>Personal Attributes</b>			
<ul style="list-style-type: none"> <li>A genuine liking for young people;</li> <li>Professional, patient and caring manner;</li> <li>An effective team player;</li> <li>Reliable;</li> <li>A commitment to continuous professional development;</li> <li>A willingness to be involved in extra-curricular activities;</li> <li>A commitment to upholding the values and policies of the school - particularly with regard to promoting the welfare of, and safeguarding, children.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>		Application Form References & Interview