

# Senior Receptionist (Primary Phase)



**ALEC REED ACADEMY**  
PROUD TO LEARN



## Knowledge, Qualifications, Experience and abilities

### Essential:

- Demonstrable strong management skills with the ability to lead a small team
- Strong organisational and administrative skills
- Excellent oral and clear communication skills
- Professional manner face to face, over the telephone and email
- Experience in customer-facing environment working to strict deadlines and periods of intense workload and demand
- IT literate with experience and good level of proficiency in Microsoft Office packages including Word, Excel and Outlook
- Experience in operating a switchboard system
- Experience and confidence in communicating with a ranging level of staff
- Experience with young people in a working or voluntary setting
- The ability to work in a way that promotes the safety and wellbeing of children and young people including having an awareness of the safeguarding requirements of the Academy along with Child Protection Policy
- Ability to communicate, interact and engage well with young people
- A calm and confident demeanour with the ability to show as-assertion when necessary
- A smart and motivated pro-active self starter
- A demonstrable commitment to equality of opportunity
- Committed to maintaining high standards across the Academy
- Adaptability and contributor to changing circumstances and new ideas
- Ability to work flexibly as part of an Academy wide team
- Ability to develop and maintain good professional relationships with students, staff and parents
- A strong commitment to one's own professional development
- A willingness to become involved in wider Academy initiatives and activities

### Desirable:

- Experience in an educational setting