

### Person Specification - Reception Administrator

Minimum Essential requirements		Method of Assessment
<b>Work Related Skills and Knowledge</b>	Demonstrably high levels of customer service	Application form/interview
	Excellent interpersonal skills	Interview
	Excellent communication skills	Interview
	The ability to work with tact and diplomacy	Application form/interview
	Ability or experience of working effectively within a busy environment	Application form/interview
	Ability or experience of capability in dealing with multiple tasks	Application form/interview
	The ability to remain calm and patient in difficult situations	Interview
<b>Experience/Education/ Training</b>	Good basic education (including GCSE grade A* - C in Maths and English or equivalent, for example NVQ level 2)	Application form/interview
	Good ICT skills including high standards of word processing including creating and writing reports in SIMS or similar educational database	Application form/interview
	Experience or ability to carry out administrative tasks, including the ability to present work clearly and professionally	Application form/interview
<b>Other Requirements</b>	A flexible and proactive approach to working	Application form/interview
	Has attention to detail	Application form/interview
	Experience of interacting effectively with a broad range of people	Application form/interview
	A commitment to training and development	Application form/interview
	Ability to work with or without direct supervision	Application form/interview
	Resilience and 'a can do' attitude	Application form/interview
	Ability to use own initiative	Application form/interview