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| **POST TITLE: Receptionist Administrator** | **Essential** | **Desirable** |
| **General Qualifications & Training** | | |
| GCSE English & Maths (or equivalent) **or** evidence of a good standard of literacy/numeracy and a commitment to life-long learning | ✓ |  |
| Commitment to attend appropriate training and development | ✓ |  |
| **Experience** | | |
| Recent relevant experience in managing and progressing telephone enquiries | ✓ |  |
| Recent relevant experience of a reception environment |  | ✓ |
| Recent relevant experience of an administrative environment | ✓ |  |
| Experience of working in a school/academy environment |  | ✓ |
| **Skills, Knowledge & Aptitudes** | | |
| Able to remain calm under pressure | ✓ |  |
| Ability to work with minimum supervision at key times | ✓ |  |
| Basic knowledge of standard Microsoft office software applications such as Word, Excel | ✓ |  |
| Knowledge of SIMS |  | ✓ |
| Ability to use email and the internet | ✓ |  |
| **Personal Attributes** | | |
| Good oral and written communication skills | ✓ |  |
| Good interpersonal skills - able to deal effectively with a wide range of people at all levels | ✓ |  |
| Discrete when dealing with sensitive and / or confidential matters | ✓ |  |
| Able to adapt to changing priorities | ✓ |  |
| A good team worker | ✓ |  |
| **Other Requirements** |  |  |
| Good sickness / attendance record in current / previous employment  (not including absences resulting from disability) | ✓ |  |
| No serious health problem which is likely to impact upon job performance (which cannot be accommodated by reasonable adjustments) | ✓ |  |
| Driving licence |  | ✓ |
| Satisfactory DBS disclosure at enhanced level (further information can be found at www.disclosure.gov.uk) | ✓ |  |
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