

Person Specification – Receptionist

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Minimum of Maths and English (Grade 4 (C) or equivalent) • NVQ Level 2 in Business Administration or other qualification that will support the job description. • Recent & relevant participation in professional development 	<ul style="list-style-type: none"> • Trauma Informed Practice • First Aid • Safeguarding
Experience	<ul style="list-style-type: none"> • At least 1 years-experience of working in a busy office environment. • Experience of dealing effectively with different stakeholders. • Ability to work successfully as a team member establishing effective relationships and flexible working practices. • Experience of understanding a range of administrative tasks. 	<ul style="list-style-type: none"> • Experience of working in a busy school office environment. • Experience of using Information Management Systems (Arbor) and computerised systems (email, Excel, Word) in an administrative environment.
Professional Attributes	<ul style="list-style-type: none"> • High level of personal and professional standards and high expectations of themselves and others. • Responds well to a challenge. • Ability to work in an organised and methodical way. • The ability to relate well to all members of the school community. • A flexible approach to school life. • Demonstrate effective communication skills when dealing with all stakeholders, e.g.. pupils, parent/carers, staff, members of the public, trustees, external agencies, etc. • Good sense of humour. • Good numeracy and literacy skills. • Attention to detail. • Awareness of Health & Safety issues. • Relate well to young people and their families / carers from different ethnic and social backgrounds and ability to build positive relationships. • Knowledge of the concept of confidentiality. • Ability to work under pressure in a constantly changing and demanding environment. • Highly organised and dedicated. • High level of personal motivation and the ability to inspire and motivate others. • Strong communication, interpersonal and independent initiative. • Ability to both follow direction and work under own initiative. 	
Skills and Abilities	<ul style="list-style-type: none"> • Highly developed interpersonal skills. • Ability to support and work as part of a high performing team. • Ability to work under pressure and meet deadlines. • Flexibility and a willingness to adapt to changing circumstances. • Strong organisational skills and record keeping skills. • Strong literacy, numeracy and ICT skills. • Honesty, reliability, integrity and commitment. • An enthusiastic and flexible approach to work. 	
Other	<ul style="list-style-type: none"> • Commitment to Continued Professional Development / attending training and courses relevant to the post • Responds well to a challenge. • Commitment to ensure that all children in your care are safe from harm / knowledge of safeguarding issues • A commitment to excellent attendance. • A commitment to health and safety. • A commitment to equality, diversity and inclusion. • The ability to manage time effectively and prioritise work. • Willingness to respond to emergency callouts. • Highly motivated. • Commitment to the school's values. • Maintain high professional standards. 	<ul style="list-style-type: none"> • Willingness to become a first aider