**Person Specification**

Job Title: Receptionist

Grade: 2

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| **Knowledge** | * Computer literate with knowledge of Microsoft Office package.
* E-mail, Excel, Publisher, PowerPoint and the Internet.
* Awareness of the role of a receptionist.
* Knowledge of SIMS modules an advantage but not essential.
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| **Skills and Abilities** | * Able to demonstrate a good standard of written and spoken English and numeracy skills.
* Able to use a telephone.
* Able to use photocopying and reprographic equipment.
* Able to provide a high standard of clerical support.
* Able to liaise and communicate effectively with other departments and external bodies at all levels.
* Able to communicate with children and parents.
* Able to communicate effectively with other team members.
* Able to meet tight deadlines.
* Able to prioritise own workload and maintain confidentiality.
* Able to systematically process callers, enquirers, work requests and cope with interruptions.
* Have a flexible approach and willingness to offer help.
* Able to provide support in other areas when required.
* Willingness to train on Sims modules.
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| **Experience** | * Experience in reception duties, filing and dealing with post distribution.
* Working within a team environment.
* Working with young people.
* The use of computers for word-processing and other office equipment.
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| **Educational** | * A sound educational background.
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| **Special Requirements** | * A criminal record disclosure will be required prior to appointment.
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