**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. |
| **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. |
| **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. |
| **Educational** | * A sound educational background. |
| **Special Requirements** | * A criminal record disclosure will be required prior to appointment. |