



WELLSPRING

We Make A Difference

Wellspring Academy Trust – Littlecoates Academy

Administration- Receptionist Person Specification

		Essential / Desirable	How Identified
Section	Information		
Education and Training			
	Excellent numeracy / literacy /ICT skills (IT skills including spreadsheets, databases, Management Information Systems)	E	A
	Minimum of 3 GCSE or equivalent Level 2 qualification including Maths and English.	D	A
	Basic First Aid Certificate	D	A
Experience			
	Relevant policies, codes of practice and legislation including safeguarding and attendance linked to education	D	A/I
	Experience of maintaining office resources	D	A/I
	Experience of providing first point of contact services	E	A/I
	Experience of supporting staff with a wide range of administrative services	D	A/I
Skills and Abilities			
	Accurate keyboard skills and excellent working knowledge of Microsoft Office applications	E	A/I/T
	Able to communicate effectively and accurately, verbally, in writing, on the telephone and face to face	E	A/I/T
	Ability to maintain confidentiality	E	A/I/T
	Ability to organise and prioritise work, use own initiative and work as part of a team	E	A/I/T
	Customer orientated	E	A/I/T
	Able to solve problems and create innovative solutions.	E	A/I/T
	Excellent organisation and administrative skills with the ability to work effectively to deadlines and meet targets	E	A/I/T
	Deal sensitively with people and resolve conflicts	E	A/I/T



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	Ability to follow instructions and comply with appropriate policies and procedures	E	A/I/T
	Ability to operate in a challenging environment	E	A/I/T
	Be an ambassador to all visitors.	E	A/I/T
Additional Requirements			
	Operate with the highest standards of personal/professional conduct and integrity	E	A/I
	Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Trust.	E	A/I
	Willing to undertake training and continuous professional development in connection with the post.	E	A/I
	Work in accordance with the Trust's values and behaviours.	E	A/I
	Able to undertake any travel in connection with the post.	E	A/I
	Able to demonstrate sound understanding of equality/diversity in the workplace and services provided especially in the access to delivery of the education of pupils and of own non-discriminatory practice and attitude	E	A/I
	Satisfactory Enhanced DBS disclosure to work in an environment dealing with young people	E	A/I
	Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults	E	A/I
	A commitment to safeguarding and promoting welfare for all	E	A/I