



## The Harvey Grammar School

### RECEPTIONIST

#### Person Specification

We are seeking to appoint a person who has the following skills/knowledge:-

#### Qualifications and Experience

- Working knowledge of computerised systems  
Previous reception or customer-facing experience
- Ability to proficiently use office systems including email, databases and word processing
- Experience of handling cash, records or administrative processes (desirable)
- Willingness to undertake First Aid training and maintain qualification

#### Skills and Attributes

- Ability to manage competing priorities and meet deadlines
- Ability to work calmly and efficiently under pressure in a busy front office environment
- Ability to provide a professional and welcoming reception service to visitors, parents, staff and pupils
- Ability to demonstrate effective verbal and written communication skills
- Good standard of numeracy and literacy skills
- Ability to deal with confidential data / issues appropriately
- Ability to respond promptly to enquiries, including telephone and email communication
- Ability to maintain accurate records
- Ability to work flexibly as part of a team and cover colleagues where necessary

#### Personal Qualities

- A professional and approachable manner as the first point of contact for the school
- Discretion, sensitivity and a strong understanding of confidentiality
- Self-motivated, conscientious and enthusiastic
- Able to follow direction and work with the Office Manager
- Able to adapt to changing and challenging circumstances
- Efficient and well organised, maintaining tidy and safe working environments
- Evidence of excellent attendance and punctuality record
- Understands the need to follow school and DfE regulations, including safeguarding, health and safety and data protection requirements
- Able to interact professionally with the school's wider community