Person specification

School Receptionist

November 2026

Attributes	Essential	Desirable
Qualifications, Knowledge and Experience:	•Computer literate with experience of Microsoft Office Suite •Ability to deal with general administration in an organised manner • Good numerical and literacy skills to GCSE standard or equivalent	• Experience of communication platforms such as ParentMail • MIS experience e.g SIMs • Previous experience of working in a school preferable but training will be provided for the right candidate
Skills & Abilities:	•Ability to work effectively and respond well under pressure •Ability to provide a welcoming environment •Ability to face and deal with potentially challenging and sensitive situations and personnel •Organised and efficient administrative skills •Self-motivated with the ability to work with minimal supervision; excellent time management skills •Excellent communication skills including verbally, in writing, face-to-face and over the telephone •Ability to use initiative and apply sound decision making skills whilst understanding that some matters need to be referred to others •Good keyboard skills for accurate computer input and retrieval • Ability to handle sensitive and confidential matters with discretion and professionalism.	• An understanding of safeguarding procedures and child protection. • Awareness of health and safety procedures. • Understanding of confidentiality and GDPR. • Knowledge of school attendance and absence procedures. • Awareness of the importance of following school policies and procedures.

Attributes	Essential	Desirable
Personal Qualities	•Willingness to participate in further training and development opportunities offered by the Trust. •Courteous, welcoming and efficient telephone manner •Patient and diplomatic manner when dealing with staff, students, parents and visitors •Flexible, cooperative and supportive team player •Enthusiasm and confidence at working with a wide range of people.	