**Person Specification: Receptionist**

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|  | **Essential** | **Desirable** | **How Identified:** |
| **Application** | * Fully supported by 2 references * Well-structured supporting statement outlining skills, knowledge and expertise that has prepared the candidate for this post. | * High standard of presentation | Application Form |
| **Qualifications and Training** | * GCSE or equivalent English (Grade 4 and above) * GCSE or equivalent Maths (Grade 4 and above)Good level of literacy and numeracy skills | * NVQ 2 or 3 (or equivalent) in Business Administration or customer care * First Aid Trained (or be willing to be trained) | Application Form and Interview |
| **Experience** | * Recent and relevant experience of working on a busy reception * Experience of working in a fast paced environment * Experience of using Management Information Systems to accurately record and store personal data | * Recent experience of working in a school environment. * Recent and relevant experience of working in an administrative role or part of a wider administrative team | Application Form, Interview and References |
| **Skills and Abilities** | * To be able to communicate effectively with students, colleagues, parents/carers, external agencies and other stakeholders * Ability to establish working relationships with, students, parents/carers and other agencies/professionals. * Excellent organisational skills with the ability to manage conflicting priorities to specific deadlines. * Ability to use ICT effectively, including the range of Microsoft Office products * Ability to maintaining accurate manual and computerised records, where appropriate * Ability to work effectively as part of a team and with minimal supervision | * Proven experience of using own initiative to improve administrative systems or procedures | Application Form, Interview and References |
| **Personal qualities** | * A welcoming, warm and cheerful personality. * Have high expectations of self and of all students; respecting their social, cultural, linguistic, religious and ethnic backgrounds. * Be fully committed to own professional development and actively participate in any training and development opportunities. * Being flexible, reliable and having a good measure of integrity and professionalism. * Contribute to the overall ethos, values and aims of the academy. | * Demonstrate enthusiasm and sensitivity whilst working with others. | Interview and References |