

**PERSON SPECIFICATION**

**Receptionist/Administration Assistant**

|  | Essential | **Desirable** |
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| **1. Qualifications & training** | Good Maths & English skills (Level 2/GCSE Grade C/4 or above/O Level equivalent)  Ability to effectively use a variety of ICT packages, i.e Word, Excel, Publisher  Willingness to undertake further training appropriate to this role | NVQ 2 in Business Administration |
| **2. Experience, knowledge, skills and understanding** | General office experience, including answering telephones, providing a reception service, accessing emails and forwarding / replying as necessary and dealing with a range of administrative tasks at the same time  Experience of setting up and using spreadsheets and word processing documents  Able to handle sensitive situations diplomatically and positively  Effective written and verbal communication skills appropriate for a range of different situations  To work on own initiative without supervision  To meet deadlines through good organisation and prioritisation  Experience of dealing effectively with the general public  Understands the importance of confidentiality | Experience of using ScholarPack |
| **3. Personal Qualities** | Must be well presented and polite with an excellent telephone manner and communication skills  Ability to work under pressure while maintaining a positive professional attitude  Maintain a good sense of humour  Ability to take accurate messages and follow up where necessary  Displays warmth, care and sensitivity in dealing with all children, parents, carers and other stakeholders  Good interpersonal skills  Ability to work flexibly and be adaptable to changing circumstances and new ideas  Ability to prioritise and be extremely well organised  Ability to learn quickly  Ability to work co-operatively with others  Willing to ask for help when needed  Friendly and approachable disposition  Reliable and punctual | Willingness to be involved in the wider life of the school |