

**PERSON SPECIFICATION**

**Receptionist/Administration Assistant**

|  | Essential | **Desirable** |
| --- | --- | --- |
| **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, PublisherWillingness 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 timeExperience of setting up and using spreadsheets and word processing documents Able to handle sensitive situations diplomatically and positivelyEffective written and verbal communication skills appropriate for a range of different situationsTo work on own initiative without supervisionTo meet deadlines through good organisation and prioritisationExperience of dealing effectively with the general publicUnderstands the importance of confidentiality  | Experience of using ScholarPack |
| **3. Personal Qualities** | Must be well presented and polite with an excellent telephone manner and communication skillsAbility to work under pressure while maintaining a positive professional attitudeMaintain a good sense of humourAbility to take accurate messages and follow up where necessaryDisplays warmth, care and sensitivity in dealing with all children, parents, carers and other stakeholdersGood interpersonal skills Ability to work flexibly and be adaptable to changing circumstances and new ideasAbility to prioritise and be extremely well organisedAbility to learn quickly Ability to work co-operatively with othersWilling to ask for help when neededFriendly and approachable dispositionReliable and punctual | Willingness to be involved in the wider life of the school |