**Personal Specification – Receptionist / Administrator**

**Assessed through:**

**A = Application Form**

**I = Interview**

**T = Tasks**

|  |  |  |  |
| --- | --- | --- | --- |
| **Education & Qualifications** | **Essential** | **Desirable** | **How Identified** |
| * Good level of written and spoken English (GCSE A-C, Level 2 or equivalent).
 | ✓ |  | A / I |
| * Good level of Maths (GCSE A – C, level 2 or equivalent).
 | ✓ |  | A / I |
| * Demonstrable good level of IT knowledge (Word Excel, PowerPoint, Outlook – email & diary management).
 | ✓ |  | A / I / T |
| **Experience**  |  |  |  |
| * Greeting guests and visitors and making them feel welcome in a positive and friendly manner.
 | ✓ |  | A / I |
| * Working on a switchboard co-ordinating calls and prioritising work.
 | ✓ |  | A / I |
| * Using Outlook, Word, Excel and PowerPoint
 |  | ✓ | A / I / T |
| * Experience clerical duties and office procedures.
 |  | ✓ | A / I / T |
| * Ability to promote a positive image of the School.
 | ✓ |  | I |
|  |  |  |  |
| **Skills & Knowledge**  |  |  |  |
| * Good understanding and ability to use relevant technology e.g. telephone switchboard / photocopier / laminator.
 |  | ✓ | I |
| * Excellent telephone manner with clear spoken English.
 | ✓ |  | I |
| * Participate in development and training opportunities.
 | ✓ |  | A / I |
| * Ability to relate well to children and adults.
 | ✓ |  | I |
| * Ability to handle confidential information.
 | ✓ |  | I |
| * Ability to work largely on own initiative and to make effective use of time.
 |  | ✓ | I |
| * Excellent time-keeping skills.
 | ✓ |  | I |
| * Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.
 | ✓ |  | I |
| * An understanding of the schools equal opportunities policy and how it is implemented.
 | ✓ |  | I |
| * Good written and verbal communication skills.
 | ✓ |  | I / T |
| * Experience using SIMS an advantage
 |  | ✓ | A / I |
| * British Sign Language a distinct advantage
 |  | ✓ | I |

|  |  |  |  |
| --- | --- | --- | --- |
| **Personal Qualities** |  |  |  |
| Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils | ✓ |  | I |
| Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school | ✓ |  | I |
| Commitment to a team approach; exchanging ideas and providing support to colleagues where needed | ✓ |  | I |
| Ability to work under pressure and prioritise effectively | ✓ |  | I / T |
| Commitment to maintaining confidentiality at all times | ✓ |  | I |
| Commitment to safeguarding and equality | ✓ |  | I |
| Embraces change well |  | ✓ | I |
| Deals with difficult situations effectively | ✓ |  | I |
| Patient, flexible and adaptable, meticulous and conscientious | ✓ |  | I |
| Respect for young people | ✓ |  | I |
| Commitment to equal opportunities | ✓ |  | I |
| Positive “can do” attitude |  | ✓ | I |
| Be aware of own strengths and areas for development. Listen to and reflect upon feedback and act appropriately |  | ✓ | I |
| Excellent interpersonal skills and an ability to build positive relationships at all levels across the school | ✓ |  | I |
| Hold clear values and morale standards | ✓ |  | I |
| Excellent Time management and the ability to work under pressure | ✓ |  | I |