

Linden Lodge School

Reception and Admissions Coordinator

Education and Training

Essential Criteria		Desirable Criteria	
Educated to a minimum of GCSE A-C Grade in Maths and English		Administrative/secretarial qualification at Level 3 or equivalent	

Achievements and Experience

Essential Criteria		Desirable Criteria	
Good understanding and ability to use relevant technology e.g. photocopier		Previous experience within an educational environment	
A knowledge/ understanding of issues that may face people with disabilities		Previous experience in using SIMS – Student side	
Good experience of using Microsoft Office i.e. Word, Excel, Outlook			
Experience of working in a busy reception area			
Friendly telephone manner and good numeracy/literacy skills			
Effective verbal, communication and written skills			
Awareness of the principles of safeguarding and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people			

Skills & Abilities

Essential Criteria		Desirable Criteria	
Willingness to assist and support colleagues unprompted across a wide variety of administrative tasks			
Ability to provide exceptional customer service to all stakeholders			
Able to manage potentially challenging conversations with tact and diplomacy			
Good time management and organisational skills			
Willingness to work flexibly and independently within the requirements of a demand driven Service			
Tact, diplomacy and a respect for confidentiality			
Ability to effectively manage an outlook calendar both for individuals and for a large organisation.			

Ability to co-ordinate and arrange essential tasks and business functions			
Ability to type with speed and accuracy			
Ability to manage the high level of liaison required between internal and external stakeholders			
Work constructively as part of a team, understanding the school roles and responsibilities and your own position within these			
High level of accuracy and attention to detail			
Calm yet assertive manner.			
Ability and experience of maintaining professional boundaries			
Ability to remain resilient when working within emotionally challenging meetings/hearings			
Experience working in partnership with chairs of meetings to ensure the agenda is completed within a timely manner.			
A good telephone manner and the ability to deal with visitors and callers in a calm and courteous way			