



POST OF RECEPTIONIST

PERSON SPECIFICATION

Referees will be asked specifically to comment on the attributes below.

The ability to meet the person specification will be verified by the application, interview, task, certificates and references as appropriate.

PERSONAL AND PROFESSIONAL REQUIREMENTS

Method of Assessment

A = Application I = Interview T = Task C = Certificate/s R = References

Essential	Method of Assessment
• Good standard of general education including English and Maths at Level 2 or above	A, C
• Able to communicate/liaise effectively, (both verbally and in writing) at all levels e.g. students, staff, parents, visitors, outside agencies	A, I, R
• Good/polite telephone manner and 'front of house' skills	A, I, T
• Experience of working successfully and co-operating as a member of a team	A, I, R
• Confident and able to establish and maintain good professional relationships with students, parents, colleagues, governors and visitors	A, I, R
• Good IT skills including Word, Excel, email and database programmes	A, T, R
• Genuine interest and ability in supporting young people in a professional and caring manner	A, I, R
• Approachable and empathetic	A, I, R
• Able to promote a positive image of the College	A, I
• Excellent attendance and punctuality record and of smart appearance	A, R
• Able to work on own initiative with minimal supervision and produce accurate work	A, I, R
• To be able to deal with regular interruptions	A, I, R
• Be organised, resourceful and able to work to tight deadlines	A, I, R
• Willingness to work flexibly in response to changing requirements	A, I, R
• Willing to learn and develop new skills as appropriate	A, R
• Support for the Catholic ethos of the College	A, I
• Commitment to Safeguarding and promoting the welfare of young people. (All appointments are subject to satisfactory Disclosure and Barring Service check)	A, I

Desirable

• Experience of working in an educational establishment.	A, I, R
• Able to operate switchboard	A, R
• Understand the statutory requirements of legislation concerning Safeguarding, including Child Protection, Equal Opportunities, Health & Safety and inclusion	A, I
• Qualification in English and Maths at Level 3 or above	A, C
• Qualification in First Aid	A, C