**PERSON SPECIFICATION –** **Receptionist**

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| **Criteria** | **Essential** | **Desirable** |
| **Knowledge, Experience,** **Ability** | * IT literate – confident in using Word, Excel, and Outlook.
* Experience of working within a busy office environment
 | * Experience of using SIMS
* Working in a school environment
* Knowledge/experience of school attendance procedures
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| **Personal Skills/Qualities** | * Passion for working in Education and a commitment to Safeguarding
* First class customer service delivery
* Caring attitude and willingness to help others
* Good, clear telephone manner
* Excellent communication and interpersonal skills
* Ability to apply problem solving techniques and get results
* Ability to influence and communicate at all levels
* Strong personal drive and willingness to get things done
* Self-motivated and committed to delivery on time and to a high quality
* Ability to self-manage, organise, and prioritise tasks and work under pressure
 | * Team player
* Friendly disposition

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| **Qualifications** | * Good pass in English and Maths at GCSE level (or equivalent)
 | * Relevant IT qualification e.g. European Computer Driving License or equivalent
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