

Scott Medical and Healthcare College

PERSON SPECIFICATION

**Receptionist**

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| ESSENTIAL | DESIRABLE |
| Qualifications and Experience |
| GCSE Grade C or above in Maths & English or equivalent Confident in using Google Docs or Office Suite applications i.e. word, excel, outlook. | Administrative qualificationFirst Aid trained or willingness to be trained. |
| **Professional Experience** |
| Experience of working in a customer focused/service provider role | Experience of front-line reception duties.Working in a school environment |
| **Knowledge** |
| Professional telephone manner.Excellent written and oral communication skills. | An awareness of Health and Safety issues |
| Skills and Attributes |
| A positive and supportive approach to staff, visitors and students.Understand the importance of good customer relations.Excellent personal organisation, with the ability to prioritise a busy and rapidly changing workload.To be supportive and considerate team member.Resilient, tactful and diplomatic, even when under pressure.Ability to work using own initiative and as part of a team Promote and apply the college ethos |  |
| **Professional Attributes** |
| Good timekeeping Sets high standards and expectations for self Flexible attitude to work Total honesty, integrity, and reliability  |  |