

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 qualification  First 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 |  |