



## Person Specification

### Receptionist

Method of Assessment: I - Interview, T - Task/Presentation, A - Application Form, E - Evidence

| Education and Professional Qualifications   | Essential/<br>Desirable | Method of<br>Assessment |
|---|-------------------------|-------------------------|
| Strong academic record, including English and Maths at Grade C, 4/5 or equivalent | E                       | A, E                    |
| Administrative qualification  | D                       | A, E                    |

| Experience and Skills   | Essential/<br>Desirable | Method of<br>Assessment |
|---|-------------------------|-------------------------|
| Experience of working in a customer facing environment providing general administrative support | E                       | A, I                    |
| Experience of front-line reception duties.  | D                       | A, I, E                 |
| Experience of working in a school environment   | D                       | A,I,E                   |
| Excellent verbal and written communication skills   | E                       | A, I, T                 |
| Ability to solve straightforward problems and work on own initiative                            | E                       | A, I, T                 |
| Good literacy and numeracy skills   | E                       | A, I, T                 |
| Confident in using Google Docs or Office Suite applications i.e. word, excel.                   | E                       | A, I, T                 |
| First Aid trained or willingness to be trained.   | D                       | A                       |
| Experience of working in a busy, fast paced environment   | E                       | A,E                     |

| <b>Personal Attributes &amp; Qualities</b>   | <b>Essential/<br/>Desirable</b> | <b>Method of<br/>Assessment</b> |
|--|---------------------------------|---------------------------------|
| Ability to maintain confidentiality at all times   | E                               | A,I                             |
| Ability to be flexible and supportive of colleagues  | E                               | A, I, E                         |
| Enthusiastic and willing to learn new skills   | E                               | A,I                             |
| Be able to form positive relationships with students and maintain a firm and friendly approach to supporting students within the college | E                               | A, I, E                         |
| Resilience, tact and diplomacy, even when under pressure   | E                               | A, I                            |
| Ability to deliver a customer focused professional service with a positive and supportive approach                                       | E                               | A, I                            |
| Be personable and set a good example to colleagues and students  | E                               | A, I                            |
| Ability to work effectively in a busy team   | E                               | A, I                            |