

Person Specification

POST: **Receptionist**

The person appointed will provide evidence of:

	Essential	Desirable	Method of Assessment
Qualifications	<p>A good level of literacy, possessing grade C/4 or above at GCSE level (or equivalent qualification)</p> <p><i>*PROOF OF QUALIFICATIONS WILL BE REQUIRED*</i></p>		All points application form/interview
Experience	<p>Experience of using computer packages for word processing, spreadsheets, databases and emails.</p> <p>Experience of undertaking a range of clerical tasks such as organising mail, photocopying, filing.</p> <p>Experience of undertaking reception duties and providing high levels of customer care.</p> <p>Experience of team working to work effectively with others and meet deadlines.</p> <p>Experience of dealing with the general public.</p> <p>Experience of using a multi-line telephone system</p>	<p>Of working with children, and in a school setting</p> <p>Of using Schools Information Management Systems (SIMS)</p>	<p>Test/Interview</p> <p>All points application form/interview</p>
Abilities	<p>Communication skills to deliver polite, courteous and efficient customer service, in person and over the telephone.</p> <p>Written communication skills to word process documents and take accurate messages and pass them on to others.</p> <p>Problem solving skills to interpret information and situations to solve straightforward problems.</p> <p>Organisational skills to prioritise work and complete tasks to deadlines.</p> <p>To be able to maintain a calm approach within a stressful situation.</p> <p>To listen and accurately transmit information</p> <p>Expereince and understanding of dealing with confidential</p>		All points application form/interview

	<p>information and data protection.</p> <p>Flexibility and willingness to adjust to the demands of the workload</p> <p>To understand and observe safe working practice</p>		
Interpersonal skills	<p>Ability to communicate effectively with colleagues, parents, academy staff (all levels) and other agencies</p> <p>The ability to work as part of a team and individually</p> <p>The ability to handle people with tact and regard</p> <p>To be honest and trustworthy</p>		All points application form/interview
Commitment	<p>To ensuring that the academy is happy and efficient, to the benefit of all</p> <p>To equal opportunities for all</p> <p>To attend relevant training as part of ongoing staff development</p>		All points application form/interview