



PERSON SPECIFICATION

Job Title	Receptionist
Department/Section	Reception
Line Manager	Attendance Officer/School Office Manager
Responsible To	Bursar

The post holder will be required to;

- Complete an Enhanced Disclosure and Barring Check (DBS)
- Complete Child Protection Training
- Promote and safeguard the welfare of all children and young people they are responsible for, or with whom they come into contact.

Essential Criteria

Qualifications and Experience

- GCSEs (or equivalent) in English and Maths at grade C or above.
- Proven experience in a front-facing receptionist, customer service, or administrative role.

Skills and Abilities

- Excellent verbal and written communication skills.
- Strong interpersonal skills, with the ability to engage professionally with a wide range of individuals.
- High level of organisational skills, with the ability to multitask and prioritise workload effectively.
- Proficient in the use of standard office software, including Microsoft Office (Word, Excel, Outlook).

Personal Qualities

- Friendly, welcoming, and professional demeanour.
- A team player with a proactive approach to work.
- Reliable and punctual, demonstrating a strong sense of responsibility.
- Ability to remain calm and composed under pressure.

Other Requirements

- A commitment to delivering exceptional customer service.
- An understanding of the need for confidentiality and discretion at all times.

Desirable Criteria

- Experience in a school or educational environment.
- Familiarity with school management software systems.
- First Aid qualification or willingness to undertake training.

Forest School is committed to safeguarding and promoting the welfare of children. Appointment to this position requires an enhanced DBS disclosure.