

Person Specification: School Receptionist

	ESSENTIAL	DESIRABLE
Qualifications & training	<ul style="list-style-type: none"> • good standard of general education inc. English and Maths • good communication skills, both verbal and written 	
Experience	<ul style="list-style-type: none"> • experience of working successfully and co-operating as a member of a team 	<ul style="list-style-type: none"> • experience of undertaking a range of administrative tasks • office experience
Professional Values	<ul style="list-style-type: none"> • Confidential • wish to work within a School and be sympathetic to the school's ethos and aims and meet the expectations of the school's governing body • establish and maintain good professional relationships with pupils, parents and colleagues 	
Knowledge and understanding	<ul style="list-style-type: none"> • understand the statutory requirements of legislation concerning Safeguarding, including Child Protection, Equal Opportunities, Health & Safety and inclusion • have confident IT skills including Word, Excel, email and database programs 	<ul style="list-style-type: none"> • experience of working with SIMs
Skills	<ul style="list-style-type: none"> • to be able to deal with regular interruptions • establish and develop appropriate relationships with parents and governors • communicate effectively (both verbally and in writing) at all levels e.g. pupils, staff, parents, visitors • promote a positive working environment • be able to work under pressure • produce accurate work • Ability to work with minimal supervision and to act on own initiative 	<ul style="list-style-type: none"> • be able to prioritise workloads • problem solving
Personal characteristics	<ul style="list-style-type: none"> • punctual • approachable and empathetic • organised and resourceful • of smart appearance 	<ul style="list-style-type: none"> • creative and enthusiastic