

PERSON SPECIFICATION

Receptionist

CRITERIA	CATEGORY	METHOD OF ASSESSMENT
1. Education Standards/Qualifications		
GCSE Equivalent in Maths and English at Grade C or above	Essential	Application Form/Interview
2. Experience and Knowledge		
Experience and knowledge of management a school MIS or other relevant software packages	Desirable	Application Form/Interview
Experienced in the use of IT (Microsoft Word, Excel, Outlook and other relevant packages)	Essential	Application Form/Interview
Experience of working in a customer care focused environment	Desirable	Application Form/Interview
Previous experience in a similar role	Desirable	Application Form/Interview
3. Personal Qualities/Skills		
Excellent customer service skills	Essential	Application Form/Interview
Ability to communicate effectively at all levels	Essential	Application Form/Interview
Ability to maintain accurate records	Essential	Application Form/Interview
Ability to remain calm under pressure and deal with several situations at once	Essential	Application Form/Interview
Well organised and able to prioritise	Essential	Application Form/Interview
An ability to maintain all necessary confidentiality	Essential	Application Form/Interview
To be able to work as part of a team	Essential	Application Form/Interview
4. Commitment and Behaviours		
Commitment to the Academy ethos and GAET Values	Essential	Interview
Commitment to safeguarding, equal opportunities, inclusion and health and safety policies	Essential	Interview

Great Academies Education Trust is committed to safeguarding and protecting the welfare of children as its number one priority. This commitment to robust recruitment, selection and induction procedures includes an enhanced DBS disclosure.