




DERBY HIGH  
SCHOOL

<b>Person Specification Receptionist</b>	 <b>DERBY HIGH SCHOOL</b>		
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSED BY</b> AF = Application Form I = Interview A = Assessment R = References
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Minimum 6 GCSEs including English and Maths (A*-C or equivalent)</li> <li>• Excellent literacy and numeracy skills</li> </ul>	<ul style="list-style-type: none"> <li>• Graduate</li> <li>• First Aid qualification</li> <li>• Administration or IT qualification</li> </ul>	AF
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• At least 2 years' experience in a similar role</li> <li>• Experienced managing a busy switchboard</li> <li>• Previous front of house reception experience</li> <li>• Excellent verbal and written communication skills</li> <li>• Excellent organisational skills</li> <li>• Relevant and transferable administration and customer service experience.</li> <li>• Ability to multi tasks and deal with conflicting demands.</li> <li>• Experienced using Microsoft Word, Excel, Outlook and PowerPoint</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a school environment</li> </ul>	AF / I

<b>KNOWLEDGE &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>• Ability to work as part of a team and to be flexible and adaptable to changing situations</li> <li>• Self-motivated and able to organise own workload and determine priorities</li> <li>• Excellent time management</li> <li>• Confident and professional telephone manner</li> <li>• Excellent attention to detail and understanding of the importance of accuracy and high standards</li> <li>• Confident user of Microsoft Office</li> </ul>	Experience of iSams or similar MIS system	AF / I / A / R
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Personable, approachable and friendly with a flexible attitude</li> <li>• Ability to deal appropriately with confidential or sensitive information</li> <li>• Trustworthy and discrete</li> <li>• Excellent punctuality and attendance record</li> <li>• Smart professional appearance</li> <li>• Committed to safeguarding and promoting the welfare of children</li> <li>• Committed to continuing professional development</li> </ul>		I / A / R
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Must satisfy relevant pre-employment checks.</li> <li>• This post will involve contact with vulnerable groups (children/young people) and is therefore exempt from the Rehabilitation of Offenders Act 1974 and will be subject to an Enhanced DBS check.</li> </ul>		I / R