**PERSON SPECIFICATION –** **Receptionist**

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| **Criteria** | **Essential** | **Desirable** |
| **Knowledge, Experience,**  **Ability** | * IT literate – confident in using Word, Excel, and Outlook. * Experience of working within a busy office environment | * Experience of using SIMS * Working in a school environment * Knowledge/experience of school attendance procedures |
| **Personal Skills/Qualities** | * Passion for working in Education and a commitment to Safeguarding * First class customer service delivery * Caring attitude and willingness to help others * Good, clear telephone manner * Excellent communication and interpersonal skills * Ability to apply problem solving techniques and get results * Ability to influence and communicate at all levels * Strong personal drive and willingness to get things done * Self-motivated and committed to delivery on time and to a high quality * Ability to self-manage, organise, and prioritise tasks and work under pressure | * Team player * Friendly disposition |
| **Qualifications** | * Good pass in English and Maths at GCSE level (or equivalent) | * Relevant IT qualification e.g. European Computer Driving License or equivalent |