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| **Receptionist / Clerk - Personal Specification** |

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| **You should be able to demonstrate that you meet the following criteria:** |

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| **E = Essential**  **D = Desirable** |  | **Measured by:**   1. **Application Form B. Test / Exercise** 2. **Interview D. References** |

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|  | **Education and Qualifications** |  |
| **E**  **D**  **D** | * GCSE 5A\* - C or equivalent (to include English and Maths) * NVQ or equivalent * Undertake First aid training | **A**  **A**  **A** |

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|  | **Reverent Experience** |  |
| **E**  **E**  **E**  **D**  **D**  **E**  **E** | * Previous relevant / similar experience * Experience of customer service * Experience working in a Front of House environment * Working within a school environment * Knowledge of SIMS application * Confident ICT Skills including excellent word processing and using EXCEL spread sheets * Successful experience of working in a team setting | **A C D**  **A D**  **A**  **A D**  **A**  **A**  **A D** |

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|  | **Skills and Abilities** |  |
| **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | * Professional attitude to work * Strong interpersonal / communication skills * Ability to communicate effectively with a wide range of people ( verbal and written) * Good organisation and personal management skills * Ability to file , retrieve , sort and complete documents accurately * Ability to use a range of office equipment (e.g. printers, photocopiers, fax). * Ability to prioritise work tasks to meet conflicting deadlines * An ability to respect sensitive and confidential work * Ability to form a maintain appropriate relationships and personal boundaries with students | **C D**  **C**  **C**  **A**  **A**  **A**  **A**  **A D**  **A D** |
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|  | **Knowledge and Understanding** |  |
| **E**  **E**  **E**  **E** | * Have knowledge of general office procedures and practice * DBS check must be achieved * Knowledge, understanding and commitment to equality , diversity and inclusion informed by practical experience and application * Knowledge, understanding and commitment to safeguarding and promoting the welfare of students | **A D**  **A C**  **A C** |

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|  | **Qualities and Attributes** |  |
| **E**  **E**  **E**  **E** | * Willing to carry out all duties having regard to an employee’s responsibility under the LEA Health and Safety Policies * Responsible and co-operative attitude in working towards the achievement of the service area aims and objectives * High level of motivation and commitment * Commitment to own personal development and learning | **A C**  **A**  **A D**  **A** |