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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** |