

Person Specification - Receptionist

The Futures Trust and Barr's Hill School are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

Responsible to	Office Manager
Grade	2 (pro rata salary £13,883 - £14,246 per annum)
Hours	37 per week term time only plus one week (39 weeks)
Location	Based at Barr's Hill School <i>with a requirement to travel to undertake work at or for academies within the Trust</i>

	Essential Criteria	Desirable Criteria	Measured By
Education and Qualifications	<ul style="list-style-type: none"> GCSE's grade C or above in English and Maths or equivalent level of literacy and numeracy 	<ul style="list-style-type: none"> A relevant vocational qualification 	Application Form / Certificates
Skills and Abilities	<ul style="list-style-type: none"> Excellent communication skills; able to communicate effectively both verbally and in writing with a range of audiences Highly organised; can prioritise and work well under pressure, managing conflicting demands whilst exercising attention to detail Professional personal presentation; able to represent the School and Trust in a positive light at all times Able to maintain the highest levels of confidentiality and data security Able to work both as an effective team member, and independently using initiative to problem solve Able to use ICT packages including Microsoft Word, 		

	<p>Excel and Outlook</p> <ul style="list-style-type: none"> • Strong interpersonal skills; able to liaise and work with internal and external stakeholders at all levels, and develop effective working relationships • Assertive in order to ensure School procedures are maintained and followed • Able to follow the school's safeguarding procedures and recognise when to report any concerns • Able to maintain secure and accurate records in electronic and hard copy filing systems • Able to consistently produce accurate and high quality work • Able to respond to day to day enquiries and recognise when to refer matters to a more senior colleague 		
Experience	<ul style="list-style-type: none"> • Working in a customer focussed environment • Working well independently and as part of a team • Using ICT systems to input data • Problem solving • Learning to implement processes and procedures 	<ul style="list-style-type: none"> • Working as a Receptionist • Working in an education environment 	Application Form / Interview / Test

Knowledge and understanding	<ul style="list-style-type: none"> • Professionalism and the perceptions of others • The importance of effective and efficient administration and customer service • Data protection and Confidentiality 	<ul style="list-style-type: none"> • The issues relating to safeguarding children and young people 	Application Form / Interview / Test
Other requirements	<ul style="list-style-type: none"> • A professional role model who is committed to their own professional development and to developing others • Committed to and able to promote the aims of the school and the values of the Trust: Students First, It's about Learning, No Barriers. • Able to work calmly under pressure and withstand stress 		

Person specification reviewed by:

Date: