

## PERSON SPECIFICATION

LOCATION: Colonel Frank Seely  
 POST TITLE: Receptionist/Administrator  
 DATE: July 2019



CATEGORY/ITEM	ESSENTIAL	DESIRABLE
<b>Qualifications, Knowledge &amp; Experience</b> <ul style="list-style-type: none"> <li>Numerate and literate with a minimum of 2 years' experience of working within a customer service role within a busy office environment</li> <li>Experience of complaints handling</li> <li>Experience of administration support</li> <li>Basic Health and Safety awareness</li> <li>Competent use of Microsoft applications including Word, Excel and Outlook</li> </ul>	X  X X X  X	
<b>Skills, Abilities and Personal Qualities</b> <ul style="list-style-type: none"> <li>Excellent administrative ability, accuracy of work and clear attention to details</li> <li>Ability to deliver excellent customer service</li> <li>Good organisational and time management skills</li> <li>Ability to listen closely to students, parents, visitors and staff</li> <li>Excellent communication skills both verbally and in writing</li> <li>Ability to empathise</li> <li>Ability to manage own emotions and display professional conduct at all times</li> <li>Ability to effectively resolve complaints and diffuse situations of conflict</li> <li>Ability to use own initiative and work effectively on your own and within a team</li> <li>Flexible approach to work and working hours</li> <li>Ability to deal positively with organisational change</li> </ul>	X  X X  X X X  X  X  X X X	
<b>Suitability to work with children</b> <ul style="list-style-type: none"> <li>Enhanced DBS clearance is required for this position</li> </ul>	X	