



Receptionist Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Excellent literacy and communication skills, including written and oral 	<ul style="list-style-type: none"> First aid qualification
Experience	<ul style="list-style-type: none"> Experience of working in a customer facing role / busy environment Ability to respond quickly and effectively to changing situations 	<ul style="list-style-type: none"> Working in a school environment, particularly within the administration function Experience of education systems e.g. SIMS
Knowledge and Skills	<ul style="list-style-type: none"> Ability to work as a member of the team and actively promote teamwork Ability to prioritise, plan and organise work within a busy environment Excellent attention to detail and to work without direct supervision Good problem solving skills Professional telephone manner Understands the importance of confidentiality and discretion 	<ul style="list-style-type: none"> Competent ICT user / Good computer skills – confident with Microsoft Office applications
Personal Qualities	<ul style="list-style-type: none"> High standards of honesty and integrity Enthusiastic, with a commitment to providing a high quality service Able to maintain confidentiality in all circumstances Good communication and interpersonal skills Proactive 'can-do' approach to work being responsive, empathetic and supportive to all within the school Flexible to enable a responsive service at all times – ability to work under pressure Hard working and enthusiastic, presenting a professional manner at all times Possess a sense of humour 	<ul style="list-style-type: none"> Good customer service skills