

Receptionist - Person Specification

JOB REQUIREMENT		Essential	Preferred	* How assessed
Qualifications, knowledge and experience	GCSE grade C or above in English or Maths or Equivalent administrative qualifications (e.g. NVQ Business Admin / Customer Service.)	✓		A
	A good working knowledge of computer software packages including Microsoft Word, Excel and Outlook	✓		A, I
	Experience of working in a school.		✓	A, I
	Experience of working on a busy reception	✓		A & I
	Interacting and Presenting - Presenting and Communicating Information Speaks clearly and fluently; Expresses opinions, information and key points of an argument clearly; Makes presentations and undertakes public speaking with skill and confidence; Responds quickly to the needs of an audience and to their reactions and feedback; Projects credibility	✓		A & I
Personal and interpersonal	Organising and Executing - Planning and Organising Sets clearly defined objectives; Plans activities and projects well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organises resources needed to accomplish tasks; Monitors performance against deadlines and milestones	✓		I
	Creating and Conceptualising - Learning and Researching Rapidly learns new tasks and quickly commits information to memory; Gathers comprehensive information to support decision making; Demonstrates a rapid understanding of newly presented information; Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback); Manages knowledge (collects, catalogues, and disseminates knowledge of use to the organisation)	✓		I
	Supporting and Co-operating - Working with People Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight	✓		I
	Adapting and Coping - Coping with Pressures and Setbacks Works productively in a pressurised environment; Keeps emotions under control during difficult situations; Maintains a positive outlook at work; Handles feedback well and learns from it	✓		I
	A commitment to the responsibility of safeguarding and promoting the welfare of young people.	✓		I
Child Protection	Enhanced DBS disclosure (<i>to be completed by preferred candidate following interview</i>).	✓		C
	Willingness to undertake safeguarding training when required.	✓		I

* A = application, C = clearances, I = interview, T = task