



## Receptionist - Person Specification

Criteria		Evidence	Scoring Method
Qualifications and experience	GCSE grade C or above in English or Maths or Equivalent administrative qualifications (e.g. NVQ Business Admin / Customer Service.) (essential)	A	Pass/Fail
	Experience of working in a school. (desirable)	A/I	Numerical Scale
	Experience of working on a busy reception (essential)	A/I	Numerical Scale
Knowledge and Skills	Has well-developed ICT skills including a good working knowledge of Microsoft 365 Applications i.e. Word, Excell, Outlook, Teams etc (essential)	A/I	Numerical Scale
	Demonstrates effective communication skills (both orally and in writing), relevant to the audience and purpose. (essential)	A/I	Numerical Scale
Values and Behaviours	<b>Kindness</b> Acts with patience, respect, generosity and forgiveness. Acts with compassion and care, listens and sees the person behind the role. Focuses on relational practice; builds trust and rapport with others by empowering and elevating them.	I	Numerical Scale
	<b>Trust</b> Acts in a reliable, consistent, credible, honest, humble, courageous manner. Manages emotions and helps others to do the same. Keeps promises and does what they say they will.	I	Numerical scale
	<b>Service</b> Puts themselves in the service of others. Reduces stress and anxiety in the organisation by modelling calm and considerate behaviour. behaves in a dutiful way, demonstrating humility and self-control. Removes barriers to enable others to do their jobs well	I	Numerical scale
	<b>Justice</b> Does what is right, rather than what is popular or easy. Lives our sense of purpose and values in the way they behave, make decisions and communicate. Applies rules in a consistent, transparent and fair way, whilst allowing for discretion and common sense. Values difference and encouraging others to behave responsibly and with moral purpose.	I	Numerical scale
	<b>Optimism</b> Believes in their own ability, and the ability of others. Calls out negativity, cynicism and dishonesty. Remains positive and encouraging, helping others to overcome challenges and celebrating their success.	I	Numerical scale

A = Application (inc. supporting letter), I = assessed during Interview Day(s)

*TEAL is committed to safeguarding and promoting the safety and welfare of children and young people and expects all staff to share the commitment. All appointments will, therefore, be subject to a satisfactory Enhanced Level Disclosure and Barring Service Clearance as well as all other relevant pre-employment vetting checks.*