

## SCHOOL OFFICE RECEPTIONIST

### Person Specification

**SECTION:** Non-Teaching Support Staff  
**RESPONSIBLE TO:** Administrative Assistant  
**SALARY BAND:** B

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
<b>EDUCATION &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>GCSE (or equivalent) in English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>IT qualification</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Ability to employ and adapt a range of communication skills to engage effectively with a range of stakeholders.</li> <li>Ability to remain calm in difficult situations.</li> <li>Able to react to situations quickly and use initiative.</li> <li>Able to manage sensitive and contentious information in an appropriate manner.</li> <li>Able to take a positive approach to problem solving to achieve desired outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Worked in an educational context.</li> <li>Trained first aider</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> </ul>
<b>EXPERIENCE &amp; KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Experience of organising and prioritising workload to meet deadlines and working to agreed objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Worked in an educational context.</li> <li>Has demonstrated confident use of IT skills across a range of packages.</li> <li>An understanding of positive approaches to behaviour management and working with young people.</li> </ul>	<ul style="list-style-type: none"> <li>Application</li> </ul>
<b>CORE QUALITIES</b>	<ul style="list-style-type: none"> <li>Courage: to remain constructively discontent with your own levels of mastery</li> <li>Honesty: to be accountable for your own actions and inactions and learning from your outcomes</li> <li>Determination: to be insatiably curious and taking joy in reaching your professional goals</li> <li>Humour: to remain positive and keep things in perspective</li> <li>Kindness: to collaborate in order to create a culture of professional generosity</li> </ul>		<ul style="list-style-type: none"> <li>Interview</li> </ul>
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>Able to attend meetings and INSET days etc as required.</li> </ul>		<ul style="list-style-type: none"> <li>Interview</li> </ul>