

Person Specification – Receptionist and Administration Assistant



Person specification

CRITERIA	QUALITIES	ESSENTIAL OR DESERABLE
Qualifications and training	English and Mathematics GCSE – Grade C or equivalent	E
	Relevant office based qualification	D
	First aid training (or willingness to complete it)	E
Experience	Carrying out administrative tasks	E
	Dealing with face-to-face and telephone interactions	E
	Working with children or young people	D
	Working and collaborating within a team	E

Skills and knowledge	<p>Good oral and written communications skills</p> <p>Ability to respond quickly and effectively to issues that arise</p> <p>Ability to plan, organise and prioritise to meet deadlines</p> <p>Ability to use own initiative and take action accordingly</p> <p>Excellent attention to detail</p> <p>Ability to use IT packages including word processing, spreadsheets and presentation software</p> <p>Ability to use relevant office equipment effectively</p> <p>Ability to build effective working relationships with colleagues</p> <p>Understanding of data protection and confidentiality</p> <p>Understanding of safeguarding</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
Personal qualities	<p>Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils</p> <p>Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</p> <p>Ability to work under pressure and prioritise effectively</p> <p>Commitment to maintaining confidentiality at all times</p> <p>Commitment to safeguarding and equality</p> <p>Embraces change well</p> <p>Deals with difficult situations effectively</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>