

PERSON SPECIFICATION

Post Title: Receptionist / Administrative Assistant

Grade 5

ATTRIBUTES/REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EDUCATION, QUALIFICATIONS AND VOCATIONAL TRAINING	GCSE, or equivalent level, including at least a Grade 4 (previously Grade C) in English and Maths.	Business Administration Level 2 or above Microsoft Office	Application Form Examination of Certificates
RELEVANT EXPERIENCE	Previous experience in a customer / front facing role. Previous office administration experience. Excellent working knowledge of Microsoft Word, Excel and PowerPoint and Outlook (Email & Calendar functions). Confident learning and using IT software packages. Working and collaborating in a team. Ability to work under pressure at busy times and the ability to prioritise and multi-task. Have a good understanding of Data Protection (GDPR).	Experience working in a school/education establishment.	Application Form Interview References
KNOWLEDGE AND SKILLS	Ability to communicate effectively with children, young people, parents and professionals. Ability to respond quickly and effectively to issues that arise. Ability to plan, organise and prioritise to meet deadlines. An understanding of data protection and confidentiality.	An understanding of safeguarding.	Interview Application Form References
PERSONAL CHARACTERISTICS	Commitment to safeguarding, equality, inclusion and diversity issues Maintain confidentiality at all times, Organised, good time-management skills, proactive and self-motivated. Ability to work under pressure and prioritise own workload and the demands of the role effectively. Ability to work on own initiative and follow instructions when requested.	Can be flexible with additional hours if required.	Application Form Interview References