



## Receptionist Person Specification

	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A good standard of educational achievement.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer service or school environment involving face to face contact.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience as a receptionist.</li> <li>• Experience in a receptionist/administrative role within an educational establishment.</li> <li>• Experience of working with young people.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Outstanding telephone manner.</li> <li>• Good ICT skills.</li> <li>• Ability to communicate effectively and accurately both verbally and in writing.</li> <li>• Good organisational skills.</li> <li>• Ability to stay calm under pressure.</li> <li>• Ability to maintain confidentiality.</li> <li>• The ability to be flexible and positive, demonstrating a “can-do” attitude.</li> <li>• Ability to work constructively as part of a team.</li> <li>• The ability to liaise positively with staff, students and parents/carers and be customer focused with a friendly and professional manner.</li> <li>• The ability and motivation to develop systems and procedures and to constantly improve own practice and identify continuous service improvement.</li> <li>• Commitment to promoting the overall ethos and values of the academy.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the SIMS programme.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• An interest in own personal development and willing to develop through appropriate CPD opportunities.</li> </ul>	