

Person Specification for the post of **School Receptionist**

	Essential		Desirable	
	Attribute	Stage Identified	Attribute	Stage Identified
Qualifications	<ul style="list-style-type: none"> NVQ level 2 or equivalent or experience in relevant discipline i.e. Administration/ Customer Service Knowledge of SIMS 	A/L/I A/L/I	<ul style="list-style-type: none"> ICT skills 	A/L/I
Experienc	<ul style="list-style-type: none"> Relevant experience working in similar environment Experience in using Office or other ICT packages Good Literacy, numeracy and typing skills Ability to plan and develop own workload and time management 	A/L/I A/L/I A/L/I	<ul style="list-style-type: none"> Ability to relate well to children and adults Working in a school 	A/L/I A/L/I
Knowledge and Skills	<ul style="list-style-type: none"> Patience and the ability to deal with a wide range of demands from a variety of people, all at once Polite, pleasant, calming disposition and efficient telephone manner Flexible attitude towards day to day tasks Ability to work under pressure using initiative Ability to work effectively as part of a team. Ability to work with a minimum of supervision Good written and oral communication skills Excellent inter-personal and communication skills Promote a positive working environment and demonstrate enthusiasm Understanding of promoting positive relationships within the school and the wider school community. 	A/L/I A/L/I A/L/I A/L/I A/L/I A/L/I A/L/I A/L/I A/L/I A/L/I A/L/I	<ul style="list-style-type: none"> Understanding and knowledge of structure administration A knowledge of First Aid 	A/L/I A/L/I A/L/I
Special Requirements	<ul style="list-style-type: none"> Meticulous attention to detail Ability to work under pressure, remain calm and meet deadlines Cheerful disposition, a sense of humour and loyalty. Flexibility and a willingness to work outside the normal working patterns when required. 	A/L/I A/L/I 	<ul style="list-style-type: none"> Staff training and development 	A/I/L

KEY: A=APPLICATION, L=LETTER, I=INTERVIEW