Person Specification			
Job Title	Reception	Job Holder	
Author	Jo Evans	Date Created	Sept 21
Date Reviewed		Next Review Date	

This person specification defines the type of person required, and describes the essential and desirable skills, knowledge, qualifications, specific conditions and competencies required to undertake the duties of the job description.
Items marked as 'E' (Essential) must be demonstrated on the application form and/or at interview, as indicated below. Failure to do so is likely to result in the application in question being omitted from a short list for interview.
Items marked as 'D' (Desirable) may form the basis for selection and should be demonstrated if possible in the application form ('A') and / or at interview ('I') as indicated below.

Outline of Key Abilities

Key:			
E – Essential	D – Desirable	A – Application Form	I – Interview Process

Qualifications		E	D	A	I
1.	GCSE A* - C or equivalent in English and Maths	✓		✓	
2.	NVQ2 in administration or equivalent qualification		✓	✓	

Knowledge & Understanding Able to evidence and apply up to date secure knowledge and understanding of:		E	D	A	I
1.	Relevant legislation and guidance in relation to working with, safeguarding and the protection of children and young people	✓		✓	
2.	Health and Safety, GDPR 2018, Freedom of Information and Equality Act legislation	✓		✓	

Skills		E	D	A	I
1.	Communicate clearly and effectively in the English language, both verbally and in writing with all children and adults.	✓		✓	✓
2.	Use Microsoft Word, Excel, SIMS and other appropriate software effectively to a basic level	✓		✓	✓
3.	Use excellent interpersonal skills and the ability to relate to people with understanding and tact; to communicate effectively with a wide range of potential audiences and to listen and understand the point of view and opinions of other people	✓		✓	✓

4.	Pay meticulous attention to detail including the ability to take accurate messages	✓		✓	✓
5.	Demonstrate excellent interpersonal skills including the ability to remain calm and unflustered at all times	✓		✓	✓
6.	Demonstrate an excellent manner and effective customer care skills	✓		✓	✓
7.	Dress smartly and appropriately for a customer interfacing role	✓			✓
8.	Effectively manage and organise own time	✓		✓	✓
9.	Demonstrate a cheerful and friendly disposition	✓		✓	✓
10.	Effectively work as part of a team; both the Office team and the wider school teams ensuring consistency and cohesion	✓		✓	✓

Experience		E	D	A	I
1.	Working in a school office environment		✓	✓	
2.	Working in an office	✓		✓	
3.	Effectively working to tight deadlines whilst simultaneously able to successfully manage a number of different tasks.	✓		✓	✓

Personal Attributes		E	D	A	I
1.	The ability to manage oneself , including time management, professional direction and development and an ability to work effectively, as part of a team, at all times including challenging circumstances	✓		✓	✓
2.	Have high standards in terms of attendance, punctuality and meeting deadlines	✓		✓	✓
3.	A genuine concern to secure the educational progress of children irrespective of their background and ethnicity	✓		✓	✓
4.	Maintain confidentiality and handle sensitive information in accordance with Data Protection rules	✓		✓	✓
5.	Be committed to and be able to actively demonstrate safeguarding and promoting the welfare of children. Demonstrate the ability to uphold public trust and confidence and maintain appropriate positive, professional boundaries in relationships with both children and adults at all times	✓		✓	✓
6.	Successful Enhanced DBS status	✓		✓	✓