



Person Specification – Receptionist/Administrator

Requirements			
	Essential	Desirable	Identification
Qualifications and Training	<p>ICT – ability to use various Microsoft office software</p> <p>A GCSE grade C (or equivalent) in Maths and English</p>		<p>Application form</p> <p>Interview</p>
Working Experience	<p>An understanding of working in a complex and busy environment</p> <p>Ability to undertake a wide range of clerical duties and reception duties to a high standard</p> <p>Experience/ knowledge of using a wide range of software packages, e.g. Microsoft Word, Excel, Outlook</p> <p>Ability to work under pressure, managing own workload to deadlines</p> <p>Ability to work effectively on your own initiative as well as part of a team</p>	<p>Previous experience in an educational environment</p> <p>Experience of working with young people</p>	<p>Application Form</p> <p>Interview</p>
Skills & Knowledge	<p>Ability to provide and maintain a quality customer focused service</p> <p>Good telephone manner and interpersonal skills</p> <p>Ability to communicate effectively both verbally and in writing</p> <p>To be able to work under pressure in a busy and diverse environment</p> <p>Ability to take personal responsibility for organising day to day targets</p>	<p>Excellent typing / word processing equivalent RSA 2</p>	<p>Application Form</p> <p>Interview</p>
Personal Qualities	<p>Commitment to an ethos of high standards, personal fulfilment and academic success</p> <p>Ability to work flexibly</p> <p>Ability to remain calm in challenging situations</p> <p>Commitment to teamwork</p> <p>Willingness to learn – e.g new IT Packages, to further knowledge</p> <p>To maintain confidentiality</p> <p>Ability to demonstrate commitment to equal opportunities</p>		<p>Application Form</p> <p>Interview</p>