**Person Specification – Receptionist / Administration Assistant – Grade 2**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **APPLICATION**  Evidence in:   * application form * letter of application | * Completed application form and supporting covering letter * Fully supported by two references |  |
| **QUALIFICATIONS**  Evidence in:   * application form | * 4 GCSEs A-C (or equivalent), including English and Maths |  |
| **EXPERIENCE**  Evidence in:   * application form * letter of application | * Good people skills | * Experience of working in a school office environment * Receptionist experience |
| **PROFESSIONAL KNOWLEDGE, UNDERSTANDING & SKILLS**  Evidence in:   * application form * letter of application * interview * references | * Be confident in the use of Microsoft Office programmes * Able to gather information, analyse and use judgement * Manage conflicting demands and be able to problem solve successfully * Plan and prioritise workload * Possess excellent telephone manner | * Experience of working with school management programmes eg SIMS * Understand the statutory requirements of legislation concerning Safeguarding, including Child Protection, Equal Opportunities, Health & Safety and inclusion |
| **PERSONAL ATTRIBUTES**  Evidence in:   * application form * letter of application * interview * references | * A willingness to learn and develop new skills * A willingness to support all staff within the school and be flexible * Caring attitude towards pupils and parents * Possess well developed interpersonal skills and the ability to develop and maintain excellent relationships with pupils, staff and parents * Ability to maintain confidentiality * Ability to present oneself as a role model to pupils in; speech, dress, behaviour, and attitude. * Able to work independently and as a team * Self-motivated, reliable, and hard working * Diplomatic & tactful | * Resilience |
| **SPECIAL REQUIREMENTS**  Evidence in:   * application form * letter of application | * To hold a valid First Aid Certificate or be willing to undertake First Aid Training * To hold a valid Administrating Medication in Schools Certificate or be willing to undertake Administrating Medication in Schools Training |  |