**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
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| **QUALIFICATIONS**Evidence in:* application form
 | * 4 GCSEs A-C (or equivalent), including English and Maths
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| **EXPERIENCE**Evidence in:* application form
* letter of application
 | * Good people skills
 | * Experience of working in a school office environment
* Receptionist experience
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| **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
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| **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
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| **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
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