

PERSON SPECIFICATION – Receptionist / Administrative Assistant

The successful candidate will meet the following person specification. Please note that the listed criteria will form the basis of the selection process. Applicants should address all elements of the Person Specification, indicating experience and where appropriate citing supporting examples within their application.

Qualifications & Training	Essential/Desirable	How Identified
☐ NVQ Level 2/3 in Business Administration	D	Application form
☐ GCSE English and Maths A-C or equivalent	E	
☐ Computer literate	E	
☐ Willingness to undertake any relevant training	E	
Knowledge & Experience	Essential/Desirable	How Identified
☐ Knowledge of working in a school office or alternative administrative environment	E	Application form/Interview/ Task (if applicable)
☐ Experience of dealing with the public through the telephone and face to face contact	E	
☐ Good standard of spoken English and good communication skills.	E	
☐ Working within a team and using own initiative	E	
☐ Computer literate and able to use a variety software packages to produce letters, reports and spreadsheets (E.g., MS Word, Excel, Google Suite)	E	
☐ Experience producing accurate records and documents e.g., emails, letters, files, payments and reports	E	
☐ Experience of using various types of office machinery including, photocopiers, laminators and binding machines	D	
☐ Using SIMs and MIS software, eg, ParentPay	D	
☐ Working with children	D	
☐ Communicating with parents/carers/school governors/school leaders	D	
Skills & Key Criteria	Essential/Desirable	How Identified
☐ Good customer service skills and ability to relate well to children.	E	Application form/Interview/
☐ Excellent interpersonal and organisational skills	E	
☐ Ability to effectively communicate verbally and in writing	E	

☐ Ability to meet the needs of pupils	E	Task (if applicable)
☐ Ability to meet deadlines	E	
Personal Attributes	Essential/Desirable	How Identified
☐ Sensitive to the needs of children and their parents/carers	E	Application form/Interview/ Task (if applicable)
☐ Ability to use own initiative and be pro-active	E	
☐ Ability to work under pressure	E	
☐ Ability to be flexible and adaptable.	E	
☐ Be a good role model to staff, parents and pupils in speech, dress, behaviour and attitude.	E	
☐ Punctual and reliable	E	
Equal Opportunities	Essential/Desirable	How Identified
☐ Candidates should indicate an acceptance of, and a commitment to, the principles of the Academy's Equal Rights policies and practices as they relate to employment issues and to the delivery of services to the community	E	Application form/Interview/ Task (if applicable)
☐ Commitment to equal opportunities policies relating to gender, race and disability in an educational context	E	
Safeguarding	Essential/Desirable	How Identified
☐ Commitment to the protection and safeguarding of children and young people	E	Application form/Interview/ Task (if applicable)
☐ Has up to date knowledge of relevant legislation and guidance in relation to working with young people	D	