Bishop Chadwick
Catholic Education Trust

Person Specification

Receptionist/Administration Assistant

Criteria		Essential		Desirable	Assessment
Education/Training	E1 E2 E3	NVQ 2 in a relevant field or equivalent qualification/experience in a relevant discipline At least 5 GCSE's or equivalent, Grade C or above including Maths and English Good standard of general education.	D1	Qualification in customer services or equivalent	Certifcates Application Form.
Knowledge / Experience	E4 E5 E6	Experience of general clerical, administrative or customer service role. Experience of engaging and communicating with internal and external stakeholders through clear written and verbal communication. Experience of IT packages including Word, Excel and a management information system	D2 D3 D4 D5 D6	Reception / Customer Services experience Experience of working in an educational establishment. An understanding of school office systems, procedures and policies. Experience of working with Arbor or similar MIS/Databases. Experience in dealing with confidential matters	Application Form Interview Assessment References
Skills	E7	To work as part of a team and form good relationships with other colleagues.			Application Form Interview Assessment

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Person Specification

	E8 E9 E10	To maintain confidentiality over matters relating to the Academy, pupils, staff or parents. To be accurate, methodical and take pride in your own work. Ability to work well under pressure.			References
Personal Attributes	E11 E12 E13 E14 E15 E16 E17	Willingness to undertake training and development Flexible and adaptable Calm and courteous manner. Hardworking and conscientious Good organisational skills Able to use initiative and work independently. Supportive of the ethos of St Aidan's Catholic Academy.			Interview Assessment References