



## RECEPTIONIST PERSON SPECIFICATION

Criteria	Essential	Desirable
Skills required	Flexibility. Goodwill and a sense of humour. Excellent interpersonal skills; ability to communicate effectively, to negotiate and influence others. Strong negotiating and influencing skills. Ability to work effectively with internal and external colleagues. Ability to work independently and as part of a team. Demonstrate effective communication skills with young people, parents/carers and a range of people/colleagues. Excellent organisation skills and the ability to prioritise, to work under pressure and meet deadlines. Ability to enthuse and motivate others. Good written and oral communication skills. Can do attitude.	Experience of working within a school environment. Experience of reception and or office administration role.
Qualifications	GCSE/O'Level English to grade C or equivalent. Maths to grade C minimum. Evidence of continuing professional development.	
Knowledge	Knowledge of Microsoft Office	Knowledge of working in a school environment and office. Knowledge of and compliance with relevant school policies and procedures.
Relevant Experience		Working within a school or office environment. Experience of working with young people in settings such as a school.
Personal Attributes	Highly motivated • Determined • Approachable and adaptable • Flexibility • Willingness to adopt new technologies as appropriate • Maintain high professional and	



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	personal standards • Ability to work with, and alongside, management at all levels • Initiative, common sense and patience • Willingness to undertake training/professional development in-house or externally • Participation in the appraisal system for all staff	