



## Goldwyn School

### Person Specification – Receptionist/Administrative Assistant (Apprenticeship)

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<b>Desired Skills</b>	<ul style="list-style-type: none"><li>• Confident telephone manner</li><li>• Potential to develop excellent customer service skills</li><li>• Excellent all round IT skills (MS Word, MS Excel, Internet, Intranet, databases)</li><li>• Positive attitude – polite and willing</li><li>• Strong organisational skills</li><li>• Basic knowledge of Health &amp; Safety in an office environment</li><li>• Able to prioritise work effectively, be organised and have an ability to multi-task</li><li>• Good oral and written communication skills including the ability to communicate effectively by phone</li><li>• The ability to work effectively with others as a competent team member.</li><li>• Accuracy and attention to detail</li></ul>
<b>Desired Personal Qualities</b>	<ul style="list-style-type: none"><li>• Ability to work on own initiative as well as to work effectively as part of a team</li><li>• Flexible and calm approach to work</li><li>• Driven and determined with confident approach to executing tasks</li><li>• Has a can do attitude, enthusiasm and a positive outlook</li></ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"><li>• Flexible approach to work with the ability to work effectively under pressure and to deadlines.</li><li>• Well-developed interpersonal skills, tact, discretion and confidentiality</li><li>• Sustainable and realistic travel plan between residence and workplace</li></ul>
<b>Desired Qualifications</b>	<ul style="list-style-type: none"><li>• 3 GCSE's (or equivalent) grades A-C in any subject, plus GCSE English and Maths (or equivalents) at grade D or above</li><li>• Willingness to work towards an NVQ Level 2 or 3 qualification</li><li>• Familiarity with Microsoft Office tools (Word, Excel and Outlook)</li></ul>