**Person Specification:** **School Receptionist/Attendance Officer TR4/5**

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

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|  | **CRITERIA** |
| **QUALIFICATIONS** | * NVQ 2 or equivalent * Level 2/GCSE grade C or above in literacy and numeracy |
| **EXPERIENCE** | * Proven administration experience * Previous experience of reception work or working in a customer service role |
| **SKILLS AND ABILITIES** | * Ability to provide a high level of customer service to all stakeholders – pupils, staff, parents and carers, visitors to the school and volunteers * Ability to deal calmly, tactfully and effectively with a range of people * Ability to convey information clearly and accurately orally and in writing to a range of people * Work in an organised and methodical manner * Ability to take personal responsibility for organising day-to-day workload * Ability to work effectively and supportively as a member of the school team * Able to use own initiative to solve problems and respond proactively to unexpected situations * Ability to work well under pressure and multi task * Ability to work confidentially, keeping work-related issues and discussions in the workplace * IT proficiency |
| **KNOWLEDGE** | * Knowledge of a range of administrative support tasks and office and related school procedures and systems * Demonstrate a basic understanding of the work of a school * Awareness of equalities and diversity issues – respecting the needs and views of other people * Understanding of health and safety issues within the workplace, once these have been explained * Awareness of the central importance of safeguarding in schools and confidentiality * Knowledge of different school software systems |

**Footnote:** This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.