## Person Specification – Receptionist

**Salary scale:**  Veritas Kent Range 3

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|  | | **Desired:** | **Essential:** |
| Education/Qualification | * English and Maths GCSE at least grade C (or equivalent) or higher. |  | **✓** |
| Experience | * Relevant experience of Pupil Asset, Parent Pay, Office 365 and operation of administrative systems. * Customer service based interactions – face to face, online and by telephone. * Experience working in a busy school office would be highly desirable | **✓**  **✓**  **✓** |  |
| Knowledge | * Knowledge of operating a range of administrative procedures, particularly the use of Office 365, Word, Excel, Outlook, SharePoint. * Knowledge of GDPR and confidentiality responsibility in relation to handling personal data. * Knowledge of computerised and manual filing systems * Knowledge of Safeguarding children * Have an awareness of and work within national legislation and school/trust policies and procedures relating to Health and Safety | **✓**  **✓**  **✓**  **✓**  **✓** |  |
| Skills and Abilities | * Confident and professional manner * Helpful, polite and approachable as the first point of contact for the school office * Awareness of confidential and sensitive data legislation * Excellent literacy skills * Computer literacy * Interpersonal, organisational and administrative skills * Ability or organise and prioritise workload to achieve deadlines * Ability to investigate complex queries and anomalies when required * Co-ordination skills when arranging meetings and appointments * Attention to detail * Excellent team player – willing to support the work of the team and the wider school/trust * Proactive “can do” attitude * Ability to create good rapport and build relationships with all stakeholders (children colleagues, parents, etc…) * Commitment to working in an inclusive environment and the promotion of diversity in all aspects of working * Commitment to professional development | **✓** | **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓** |
| Behaviours | Staff will be expected to fully embrace and to work flexibly to support the school and trust’s vision, ethos and values  Staff will be expected to provide absolute confidentiality and behave professionally at all times  Staff will be expected to engage in the research-based culture of Veritas MAT  Staff will be expected to engage fully in the Performance Management system | | |
| Special Requirements | Enhanced DBS (Disclosure and barring service) check must be successfully received for all employees. | | |