



## Person specification: Office Assistant/Receptionist

Specification	Essential	Desirable
Relevant experience	<ul style="list-style-type: none"><li>• Developed skills in use of ICT (Word, Excel etc) to keep accurate and comprehensive records.</li><li>• Experience of being customer-facing, dealing with a fast-paced environment.</li><li>• Experience working with children, communicating effectively with them.</li></ul>	<ul style="list-style-type: none"><li>• Experience working in a busy school office, dealing with contractors, visitors, parents and children and all aspects of school office administration.</li><li>• Experience of using Arbor or equivalent system</li><li>• Experience of using Parent Pay</li></ul>
Qualifications and training	<ul style="list-style-type: none"><li>• Good level of English and Maths</li><li>• Administrative training and development.</li></ul>	<ul style="list-style-type: none"><li>• Minimum 5 GCSEs (or equivalent) including Maths and English</li><li>• Trained in First Aid</li></ul>
Special skills, attributes and knowledge	<ul style="list-style-type: none"><li>• Commitment to safeguarding as a priority.</li><li>• Excellent oral and written communication skills, with an ability to communicate in a way which meets the needs of diverse audiences</li><li>• Proven ability to deal sensitively with a range of issues</li><li>• Ability to work cooperatively and actively promote teamwork</li><li>• Ability to act professionally and maintain good working relationships with colleagues</li></ul>	<ul style="list-style-type: none"><li>• An understanding of GDPR regulations and best practice in relation to school administration</li></ul>

	<ul style="list-style-type: none"> <li>• Ability to respond positively to and actively support the SBM and senior leadership team</li> <li>• Ability to multi-task and work accurately under pressure</li> <li>• Ability to communicate effectively (both orally and in writing) to a variety of audiences. Specifically, able to speak with confidence and accuracy, using accurate sentence structures and vocabulary, able to choose the right kind of vocabulary for the situation in hand without hesitation, able to listen to customers and understand their needs and able to tailor each conversation to be appropriate to the customer, responding clearly with fine shades of meaning, even in complex situations.</li> </ul>	
Professional behaviours	<ul style="list-style-type: none"> <li>• Share the school's commitment to safeguarding and promoting the welfare of children</li> <li>• A commitment to implement our Equality Policy and objectives fully and to work actively to overcome and to prevent discrimination on grounds of race, sex,</li> <li>• disability, sexuality or status.</li> <li>• Commitment to high quality service delivery</li> <li>• Able to maintain confidentiality in all circumstances</li> <li>• Commitment to continuous learning and</li> </ul>	

	<ul style="list-style-type: none"><li>• development</li><li>• Flexible to enable a responsive service at all times</li><li>• Hard working and enthusiastic presenting a professional manner at all times</li><li>• Possess a sense of humour and the ability to be able to prioritise effectively and multi-task with energy and enthusiasm.</li></ul>	
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