

**RECEPTIONIST**

**PERSON SPECIFICATION**

**(July 2019)**

**Job Title:** Receptionist

**Reports To:** OfficeManager

**Location:** School office

**Hours:** 37 hours per week Term time plus 1 week (40 weeks per year) – 08.30 to 16.30 Monday to Thursday, 08.30 to 16:00 on Friday

**Salary:** Kent Range 3

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 Level 2 or equivalent |
| **Experience** | * Proven administration experience. * Previous experience of reception work, preferably within a school setting. |
| **Skills & Abilities** | * Ability to provide a high level of customer service. * 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. * Ability to work in an organised and methodical manner. * Ability to multi-task. * 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. * Personal resilience is essential as well as the ability to maintain a sense of humour. * Maintain confidentiality and be aware of safeguarding criteria to maintain the safety of pupils, staff and information. |
| **Knowledge** | * Demonstrate a basic understanding of the work of a school. * Knowledge of a range of computer applications – including Word / Excel / Powerpoint / Outlook. SIMS experience would be preferable but not essential. * Demonstrate an understanding of confidentiality and child protection issues in a school setting. |