**Person Specification**

**Receptionist/Administration Support**

The following outlines the criteria for the post. Applicants should describe in their application how they meet these criteria.

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|  | **Criteria** |
| **Qualifications** | GCSE or equivalent English and Maths essential |
| **Experience** | Reception/Front of house  School office experience  Working with the public and dealing with confidential issues essential |
| **Skills and Abilities** | Outstanding inter-personal and communication skills required.  Being friendly and welcoming at all times to children, staff, parents and visitors.  Have a positive, open, growth mindset.  Demonstrate high standards and attention to detail, following tasks through to ensure excellent outcomes.  Display empathy and a positive, calm approach to all tasks and people.  Must be proactive, flexible and able to deal with all stakeholders calmly, sensitively and at the appropriate level.  Must be able to work independently and use initiative as well as work well as part of a team.  Be a creative problem solver, demonstrating ‘a can do’ approach.  Ability to draft correspondence and produce documents of a high standard.  Diary and time management skills.  Must be exceptionally well organised and able to prioritise to ensure smooth running of the office.  Demonstrate ability to multi task.  Ability to work under pressure and work efficiently to meet deadlines.  Excellent IT and keyboard skills, demonstrating a highly standard for any school documentation/communication required.  Smart appearance.  Ability to take accurate notes and produce minutes at meetings. |
| **Knowledge** | SIMS.net  MS Office, Word, Excel and Power Point  Good knowledge of the work of the school and school systems and processes.  Awareness of Data Protection (GDPR) and confidentiality issues. |

**Health and Safety Statement**

So far as is reasonably practicable, the postholder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the postholder is responsible, to maintain a safe working environment for employees and students/pupils.

**Safeguarding Statement**

Wilmington Primary School is committed to the safeguarding of all of its young persons and expects all staff, volunteers and adults to work within the parameters of the policies and procedures as agreed by the Governing Body to ensure the safety of all young persons within its care.

**ALL POSTS ARE SUBJECT TO AN ENHANCED DBS CHECK**