

**PERSON SPECIFICATION
RECEPTIONIST/ADMINISTRATOR**

Specification	Essential	Desirable
Education/training	<ul style="list-style-type: none"> • Minimum of grade A- C or equivalent at GCSE Maths & English • Spreadsheets and data base software applications • Word processing & mail merge software applications 	
Experience	<ul style="list-style-type: none"> • Experience of working within a dynamic office environment 	<ul style="list-style-type: none"> • Experience in a school setting
Knowledge, Skills and Attributes	<ul style="list-style-type: none"> • Knowledge of administrative systems and procedures. • Computer literate with sound working knowledge of MS Office software • Ability to communicate with a range of stakeholders including staff, students and parents. • Adaptability • Use of computer systems to record information and generate reports. • Prioritizing and organizing workloads to meet deadlines, cope with interruptions, remain calm under pressure. • Flexibility, tolerance and ability to solve problems. • Using initiative. • To liaise and communicate effectively by telephone, or on an inter-personal level to give/obtain information in a courteous way, and to resolve queries/filter callers where appropriate. • To maintain and update manual and electronic filing systems. 	<ul style="list-style-type: none"> • SIMS • First aid practitioner
Personal Qualities	<ul style="list-style-type: none"> • Ability to work under pressure • Ability to adapt to changing needs and circumstances • Ability to work alone & as part of a team • Sensitivity to the needs of others 	