

RECEPTIONIST/ADMINISTRATOR

NJC GRADE 3, SPC 5-6

Person Specification

NOTE TO CANDIDATE:

- The **Essential Criteria** are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.
- The **Desirable Criteria** are used to help decide between candidates who meet **ALL** the 'Essential Criteria'.
- The **How Identified** column shows how the academy will obtain the necessary information about you.
- If you feel you meet the 'Essential Criteria' or 'Desirable Criteria', you **MUST** include enough information to show how you meet this criteria in your application. You should include examples from your paid or voluntary work.

	ESSENTIAL CRITERIA	HOW IDENTIFIED	DESIRABLE CRITERIA	HOW IDENTIFIED
Qualifications and Training	• Grade C or above GCSE Maths and English (or equivalent).	Application Form and Interview.	• ICT Qualification. • Office Administration Qualification. • Customer Service Qualification.	Application Form and Interview.
Skills and Experience	• Experience of working on a professional reception. • Experience of working in a team. • Experience of working with a variety of audiences using various methods of communication. • Experience of working in a customer service role.	Application Form, References and Interview.	• Experience of working on a school reception. • Knowledge of Free School Meals (FSM) processes and school MIS, particularly Arbor. • Experience of working with children and young adults.	Application Form, References and Interview.

	ESSENTIAL CRITERIA	HOW IDENTIFIED	DESIRABLE CRITERIA	HOW IDENTIFIED
Knowledge and Understanding	• Ability to provide a pleasant and professional welcome to all visitors to the academy. • Excellent time management skills. • Ability to multitask and use initiative. • Good numeracy and literacy skills. • Excellent communication skills both oral and written. • Excellent customer service skills. • Basic ICT skills such as word processing, ability to use email etc. • Ability to manage own workload with limited supervision. • Ability to offer a firm but friendly approach and be self-confident in dealing with people. • Ability to relate to children and adults. • Ability to build effective working relationships with all pupils and colleagues.	Application Form and Interview.		
Professional Values and Practice	• Ability to work flexibly. • Post will be working alone on some occasions. • Ability to attend occasional meetings outside academy hours.	Application Form, References and Interview.		