

## RECEPTIONIST PERSON SPECIFICATION

<b>Competency</b>	<b>Essential</b>	<b>Assessed</b>	<b>Desirable</b>	<b>Assessed</b>
Attainments / Qualifications	Good General Education, including English Language and Maths at GCSE (grade C and above) or equivalent.	A	Educated in English to A-level standard or equivalent.	A
Skills and Understanding	Excellent inter-personal, communication, and customer care skills.	A/I	Proven ability to meet targets and work within budgetary constraints.	A
	Excellent IT skills and the ability to learn new IT skills quickly.	A/I		
	Ability to maintain accurate records.	A/I		
	Ability to follow agreed policies and procedures.	A		
	Ability to maintain confidentiality.	A/I		
	Understand the impact of Equality and Diversity issues in an educational setting.	I		
Prior Experience	Experience of data collection.	A	Experience of working in a HE and/or School environment.  Experience of working with RM Integris School Management System (or similar).  Experience of managing school attendance records.	A
	Excellent customer service experience.	A		A
				A

Behavioural Characteristics	Highly organised and able to juggle several tasks.	A/I		
	Ability to work flexibly and deal with frequent interruptions.	I		
	Ability to work as part of a team to develop a shared task.	A/I		
	Willingness to muck in and help others.	A/I		
	Pro-active and 'can-do' attitude.	I		
	Initiative and common sense.	I		
	Ability to remain calm under pressure.	I		
	Problem-solver and resolution seeker.	I		
	Commitment to working with integrity, openness and honesty.	I		
	Commitment to safeguarding and promoting the welfare of children.	I		
Commitment to equal opportunities.	I			

