

RECEPTIONIST PERSON SPECIFICATION

Competency	Essential	Assessed	Desirable	Assessed
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	<p>Excellent inter-personal, communication, and customer care skills.</p> <p>Excellent IT skills and the ability to learn new IT skills quickly.</p> <p>Ability to maintain accurate records.</p> <p>Ability to follow agreed policies and procedures.</p> <p>Ability to maintain confidentiality.</p> <p>Understand the impact of Equality and Diversity issues in an educational setting.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>I</p>	Proven ability to meet targets and work within budgetary constraints.	A
Prior Experience	<p>Experience of data collection.</p> <p>Excellent customer service experience.</p>	<p>A</p> <p>A</p>	<p>Experience of working in a HE and/or School environment.</p> <p>Experience of working with RM Integris School Management System (or similar).</p> <p>Experience of managing school attendance records.</p>	<p>A</p> <p>A</p> <p>A</p>

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			

