



Person Specification Receptionist

Criteria	Essential	Desirable
Qualifications	Five GCSEs (or equivalent) including English and mathematics, or substantial experience in an equivalent role.	- Award-bearing courses related to reception or administration work. - First aid at work qualification.
Experience	- Previous experience in a similar customer-facing reception role. - Experience of working with people at all levels.	Experience of working in a school environment or working with young people.
Skills and knowledge	- An excellent communicator with a clear, calm and friendly telephone manner. - Highly organised, with the ability to multitask in a fast-paced environment. - Professional, discrete, and able to handle confidential information sensitively. - Proficient in using Microsoft Office.	
Personal qualities	- A commitment to safeguarding and promoting the welfare and care of all students. - A commitment to equality and diversity. - A commitment to upholding the values of the school. - A team player with a positive, proactive and resilient attitude. - Empathetic and patient, with a genuine interest in supporting young people. - Enthusiastic, self-motivated, and honest. - The ability to take care of sick and injured students without being squeamish. - A good communicator who is able to develop effective working relationships with colleagues. - Physically fit and emotionally robust. - A degree of flexibility around working hours for emergency cover.	