



PERSON SPECIFICATION

School Receptionist

Please ensure that you read the person specification carefully as this will be used to assess candidates as part of the shortlist and interview process.

<p>Knowledge/Qualifications:</p> <ul style="list-style-type: none">• NVQ level 2 (administration) or equivalent• Knowledge of Arbor• Knowledge of Parentmail and Scopay• First Aid
<p>Skills/Abilities:</p> <ul style="list-style-type: none">• Good general communication skills.• Good telephone manner.• Good organisational skills – able to prioritise workload.• Able to identify customers' needs quickly and deal effectively with enquiries.• Tact, diplomacy, confidentiality and sensitivity.• Able to use MS Word, Excel, Teams, Forms and Outlook.• Ability to set up and maintain record and filing systems.• An ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.
<p>Experience:</p> <ul style="list-style-type: none">• At least one-year experience in a similar environment.• Word processing experience.• Experience of working within a busy, diverse environment.
<p>Personal Qualities: or character relevant to the job such as ability to work as part of a team, a caring attitude, a good listener, a sense of responsibility, a positive attitude etc.</p> <ul style="list-style-type: none">• A flexible approach to work• A sense of responsibility• Tact and diplomacy• Integrity
<p>Special Factors:</p>