

PERSON SPECIFICATION: RECEPTIONIST

CRITERIA	MEASURED BY
<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> • GCSE English and Mathematics Level 5 or equivalent (Grade A-C / Level 2 Functional Skills) (E) • Relevant qualifications (both formal and through appropriate experience) to meet the challenge of the specific appointment (D) 	AF/I
<p>KNOWLEDGE/EXPERIENCE AND SKILLS</p> <ul style="list-style-type: none"> • Proven track record of providing an effective and efficient reception service (E) • Excellent keyboard and computer skills (training will be given on the school system SIMS) (E) • The ability to remain calm under pressure (E) • Customer focused (E) • Good understanding of confidentiality (E) • Methodical with a good attention to detail. • Ability to manage own workload and work on own initiative (E) • Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these(E) • Good organisation skills (E) • Ability to prioritise effectively (E) • Highly motivated (E) 	AF/I
<p>BEHAVIOURAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Has a friendly, professional and respectful approach which demonstrates support and shows mutual respect (E) • Open, honest and an active listener (E) • Takes responsibility and accountability (E) • Committed to the needs of the students, parents/carers and other stakeholders and challenge barriers and blocks to providing an effective service (E) • Demonstrates a 'can do' attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations (E) • Is committed to the provision and improvement of quality service provision (E) • Is adaptable to change/embraces and welcomes change (E) • Acts with pace and urgency being energetic, enthusiastic and decisive (E) • Communicates effectively (E) 	AF/I

<ul style="list-style-type: none"> • Has the ability to learn from experiences and challenges. Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills (D) 	
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Key: D – Desirable E – Essential

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- Motivation to work with children and young people.
 - Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
 - Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.
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