

Receptionist/ Administrator

Person Specification

Key Criteria	Essential attributes	Desirable attributes
Qualifications and Training	GCSE Grade C or higher in English	3 GCSE A* - C or equivalent including Maths, IT or word processing qualification
Experience	Computer literacy and familiar with applications such as MS Office	Previous experience in an administrative role Experience of customer service
Knowledge and Understanding	Child focus in terms of safeguarding and child welfare	Knowledge of basic technology e.g. photocopiers, Advanced knowledge of using email
Skills	Demonstrate excellent organisational skills Ability to build effective working relationships with colleagues Ability to face and deal with difficult situations and visitors/parents Ability to liaise sensitively and effectively with parents and carers Ability to work effectively and respond well under pressure Courteous, efficient and friendly telephone manner Ability to communicate effectively both verbally and in writing	

	Ability to work effectively within a team environment Ability to deal with sensitive information in a confidential manner Excellent word processing skills confidential manner Is attentive when being spoken to, asks questions and seeks clarification where necessary	
Work-related Personal Qualities	Ability to take the initiative Well presented, friendly and approachable Adaptable and flexible Patient and diplomatic manner when dealing with members of the public Enthusiasm and confidence at working with a wide range of people Prompt and reliable Ability to provide a welcoming environment Have a child-centred focus Working within a team.	Excellent word processing skills