

Person Specification: Receptionist

<b>POST: RECEPTIONIST - GRADE 4</b>			
<b>SKILLS/ ABILITY/ EXPERIENCE</b>	<b>TO DO WHAT?</b>	<b>HOW WELL? NOW OR WITH TRAINING?</b>	<b>HOW IMPORTANT AT THE TIME OF APPOINTMENT?</b>
<b><u>KNOWLEDGE</u></b>			
A broad understanding of basic business administration and practical experience of clerical processes	To effectively undertake a range of basic clerical support duties	Now	5
English and Maths to GCSE Grade C or equivalent	To demonstrate a good level of numeracy and literacy	Desirable	4
Previous experience of reception duties (not necessarily within a school)	To receive visitors and answer the telephone in a helpful, efficient manner	Desirable	4
<b><u>INTERPERSONAL &amp; COMMUNICATION SKILLS</u></b>			
Ability to communicate effectively with colleagues and students, through reasonable written and oral communication skills	To receive visitors, answer the telephone and undertake clerical duties	Now, with guidance	4
Ability to work well as a member of a team	To support colleagues and maintain effective working relationships	Now	5
<b><u>PHYSICAL SKILLS</u></b>			
Limited			

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<p><b><u>INITIATIVE &amp; INDEPENDENCE</u></b></p> <p>Limited</p>			
<p><b><u>PHYSICAL DEMANDS</u></b></p> <p>N/A</p>			
<p><b><u>MENTAL DEMANDS</u></b></p> <p>Ability to concentrate for short periods of time</p>	To deal with enquiries by telephone or in person	Now	4
<p><b><u>EMOTIONAL DEMANDS</u></b></p> <p>Occasional</p>			
<p><b><u>RESPONSIBILITY FOR PEOPLE</u></b></p> <p>Understanding of key safeguarding issues and procedures</p>	<p>To ensure correct reporting and monitoring of any safeguarding issues arising across the school;</p> <p>To maintain appropriate levels of confidentiality and data security in respect of personal/pupil/colleague information</p>	Awareness of the sensitivity of these issues now. Training in school procedures given	4

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<p><b><u>RESPONSIBILITY FOR SUPERVISION</u></b></p> <p>N/A</p>			
<p><b><u>FINANCIAL RESPONSIBILITY</u></b></p> <p>Experience of cash handling</p>	<p>To ensure that payments are processed and recorded accurately and that agreed systems and procedures are adhered to</p>	<p>Desirable</p>	<p>4</p>
<p><b><u>RESPONSIBILITY FOR PHYSICAL RESOURCES</u></b></p> <p>Experience of stock checking</p>	<p>To ensure stock of stationery supplies is kept up to date</p>	<p>Desirable</p>	<p>4</p>