

'Helping every person achieve things they never thought they could'

PERSON SPECIFICATION

Job Title	RECEPTIONIST
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1. SKILLS AND KNOWLEDGE	ESSENTIAL	DESIRABLE
To be able to provide support to users of administrative services and be able to take accurate messages and communicate to the appropriate person	Y	
To be able to develop and maintain effective working relationships and respond appropriately to the needs of colleagues and customers	Y	
To be able to work as part of a team with excellent interpersonal and communication skills	Y	
To have the ability to plan, organise and prioritise workloads	Y	
To have the ability to work under pressure and to meet deadlines	Y	
To have the ability to input, search, store, retrieve and supply information from a variety of sources	Y	
To produce documents from various sources using a range of software	Y	
To be able to order, maintain and distribute specified goods and services	Y	
Knowledge and use of SIMS		Y
Evidence of continuous development		Y
Evidence of maintaining information systems		Y

2. EXPERIENCE AND QUALIFICATIONS	ESSENTIAL	DESIRABLE
Holder of a nationally recognised qualification at Level 2 or above in English/literacy and mathematics/numeracy (GCSE grade C or above)	Y	
Experience of using a range of computer software packages to produce accurate, well-presented documents	Y	
An understanding of the school procedures and safeguarding considerations	Y	
Experience of working in a reception environment		Y
NVQ Administration Level 2/3 or equivalent and/or word processing/typing qualification to level 2/3		Y

3. WORK RELATED CIRCUMSTANCES	ESSENTIAL	DESIRABLE
The nature and demands of the post holder's time are not always predictable and there will be an expectation that work may be required outside normal hours from time to time, so a flexible approach is essential.	Y	
Confident, smart professional appearance	Y	

Note to Applicants: **Please try to show in your application form, how best you meet these requirements**

Date Person Specification prepared/updated	March 2026
Person Specification prepared by	HR