

Receptionist Person Specification

| Qualifications & Training | Essential | Desirable |
|--|-----------|-----------|
| GCSEs (or equivalent) in English and Maths | x | |
| First Aid qualification (or willingness to undertake training) | | x |
| Safeguarding training (or willingness to complete upon appointment) | | x |
| Experience | | |
| Experience working in a busy reception or front office environment | x | |
| Experience working in a school or educational setting | | x |
| Experience using office software, such as Microsoft Office (Word, Excel, Outlook) | x | |
| Experience handling confidential or sensitive information | x | |
| Experience using a school management information system (e.g., Arbor, SIMS) | | x |
| Skills & Knowledge | | |
| Excellent verbal and written communication skills | x | |
| Strong interpersonal skills; ability to communicate with students, staff, parents, and visitors in a professional manner | x | |
| High level of attention to detail and accuracy | x | |
| Ability to multitask and work under pressure in a fast-paced environment | x | |
| Good organisational and time management skills | x | |
| Knowledge of safeguarding procedures | x | |
| Familiarity with visitor sign-in systems (e.g., InVentry) | | x |
| Ability to handle challenging or sensitive situations with tact and discretion | x | |
| Personal Attributes | | |
| Professional, courteous, and approachable | x | |
| Reliable and punctual | x | |
| Calm and confident under pressure | x | |
| Flexible and adaptable approach to work | x | |
| Committed to maintaining confidentiality | x | |

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| Commitment to safeguarding and promoting the welfare of children and young people | x | |
| Willingness to participate in training and development opportunities | x | |