

### Office Manager - Person Specification

	Essential	Desirable
<b>Qualifications &amp; Experience</b>		
Education	<ul style="list-style-type: none"> <li>• Good standard of education – 5 GCSE's or equivalent</li> <li>• Computer literate with experience of Microsoft Office Suite</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Previous administration experience</li> <li>• Ability to deal with general administration in a neat and organised manner</li> <li>• Excellent customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in a Reception</li> <li>• Previous experience of working in a school setting</li> <li>• Previous experience of working with Arbor Education</li> </ul>
<b>Professional Skills</b>		
	<ul style="list-style-type: none"> <li>• Ability to provide a welcoming environment.</li> <li>• Ability to work effectively and respond well under pressure</li> <li>• Excellent communication skills including verbally, in writing, face-to-face and over the telephone</li> <li>• Ability to face and deal with difficult situations and personnel</li> <li>• Good keyboard skills for accurate computer input and retrieval</li> <li>• Ability to work in a discreet and sensitive manner and withhold the highest level of confidentiality</li> <li>• Ability to use initiative and apply sound decision making skills whilst understanding that some matters need to be referred to others</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of managing other members of staff</li> </ul>
<b>Personal Qualities</b>		
	<ul style="list-style-type: none"> <li>• Ability and willingness to work collaboratively and supportively within the school team and the wider Trust</li> <li>• Enthusiasm and confidence at working with a wide range of people</li> <li>• Courteous, calm and efficient telephone manner</li> <li>• Builds effective and professional working relationships with staff, parents, Trust members and the wider community</li> <li>• Self-motivated with the ability to work with minimal supervision</li> </ul>	
	<ul style="list-style-type: none"> <li>• Willingness to participate in further training and development opportunities offered by the school</li> <li>• Flexible, cooperative and supportive team player</li> <li>• Friendly, welcoming and approachable disposition</li> <li>• Professional, smart, business-like appearance in line with the “corporate” image of the Visitor Reception area</li> </ul>	