



**PERSON SPECIFICATION –
STUDENT SERVICES RECEPTIONIST**

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Formal qualification in administration eg typing or business administration.	✓	
Thorough and accurate understanding of English Language and Grammar.	✓	
English and Maths GCSE or equivalent, grade 4 or above.	✓	
Typing speed – 50+ wpm.		✓
EXPERIENCE		
Previous experience of being the first point of contact for students, understanding their needs and handling a diverse range of enquiries.	✓	
Substantial administration experience with regards to data entry.	✓	
Experience of employment in an office administration role	✓	
Experience of working in a customer facing role including handling a wide range of enquiries particularly by telephone and e mail.	✓	
A proven track record of successfully balancing conflicting priorities and meeting external agency deadlines.	✓	
Demonstrable experience of successfully building and managing effective relationships with stakeholders, internally and externally at all levels.	✓	
Experience of using school database package eg Bromcom.	✓	
Experience of working in educational establishment.		✓
SKILLS		
Excellent communication skills.	✓	
Excellent telephone manner and student focused approach to provide an outstanding service.	✓	
High level of keyboard accuracy and attention to detail.	✓	
Office skills / secretarial duties.	✓	
Excellent interpersonal skills with students, parents and staff.		✓
KNOWLEDGE		
Experience of compiling a census or an equivalent compilation of report data for external use.		✓
Knowledge of MS Office software, specifically Word and Excel.	✓	
Good Understanding of the Safeguarding agenda.	✓	
DISPOSITION		
Enthusiastic in approach and adaptable to changes and developments within a fast paced workplace.	✓	
Discreet and have the ability to maintain confidentiality.	✓	
Approachable, considerate and empathetic.	✓	
Confident and able to use initiative.	✓	
Have the ability to prioritise conflicting workloads, remaining calm under pressure.	✓	
Excellent communication skills – both written and verbal.	✓	
Desire for high standards of work and a consistently high standard of personal presentation.	✓	

Excellent interpersonal and organisational skills.	✓	
Build and maintain effective relationships.	✓	
Demonstrate effective teamwork skills.	✓	
Willingness to work flexibly to meet deadlines.	✓	
Good sense of humour.	✓	
Demonstrate an ability to contribute towards a safe environment.	✓	

All appointments involve regulated activity and are subject to an Enhanced DBS disclosure with children's barred list check and two successful references. Online searches are carried out on all shortlisted candidates.