



Manor School
Chamberlayne Road, Kensal Rise,
London, NW10 3NT

020 8968 3160
enquiries@manor.brent.sch.uk



Person Specification – Admin Officer with Reception Duties

		Essential/ <i>Desirable</i>
Qualifications and Experience		
1	Good standard of education, with excellent spoken and written English.	Essential
2	Experience of providing administrative or reception support in a busy working environment.	Essential
3	Experience of responding professionally to telephone, email and face-to-face enquiries.	Essential
4	Experience of maintaining accurate electronic and paper-based records.	Essential
5	Competent in Microsoft Office, Google Workspace and other relevant IT systems.	Essential
6	Previous administrative experience in a school or educational setting.	<i>Desirable</i>
7	Experience of using Arbor or another school management information system.	<i>Desirable</i>
8	Experience of supporting attendance monitoring or the administration of EHCP annual reviews.	<i>Desirable</i>
Knowledge and Skills		
9	Excellent verbal and written communication skills, including the ability to produce clear routine correspondence.	Essential
10	Strong organisational skills and attention to detail, with the ability to prioritise competing demands, work accurately and meet deadlines.	Essential
11	Ability to handle confidential information appropriately and understand data-protection requirements.	Essential
12	Ability to remain calm and helpful when dealing with challenging, sensitive or unexpected situations.	Essential
13	Ability to work independently, use initiative, resolve routine problems and recognise when advice or escalation is required.	Essential



The Rise Partnership Trust (RPT) is a company limited by guarantee which has exempt charity status.
RPT is registered in England and Wales (company number 10027322) c/o Manor School.



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14	Ability to build positive working relationships and work effectively with pupils, families, colleagues, visitors and external professionals.	Essential
Personal Qualities		
15	Warm, approachable and committed to providing an excellent front-of-house service.	Essential
16	Patient, empathetic and respectful when communicating with pupils and families with a wide range of needs.	Essential
17	Reliable, punctual, flexible and able to respond positively to changing school priorities.	Essential
18	Committed to Manor School's values, inclusive ethos and principles of equality, diversity and dignity.	Essential
19	Willing to undertake relevant training and continue developing professionally.	Essential
20	Committed to safeguarding and promoting the welfare of children and young people, maintaining professional boundaries and reporting concerns promptly in accordance with school procedures.	Essential



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