

PERSON SPECIFICATION

JOB TITLE	Lead Receptionist / Receptionist
DEPARTMENT	School Office
SECTION	Whole School
LINE MANAGER	Director of Operations and Compliance

The successful candidate will be required to fulfil all duties as outlined in the job description. In addition to this, the candidate should possess the following competencies which are essential to this position:

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS, SKILLS & EXPERIENCE:		
3+ years in a high-end FOH or Reception role.	√	
Proven experience managing or supervising a team.	√	
Experience within an independent school.		√
Experience in change management/process improvement.		√
Experience with iSAMS or InVentry systems.		√
High proficiency in MS Office (Outlook, Excel, Word).	√	
Valid First Aid at Work certificate.		√
Full understanding of safeguarding/DBS protocols.	√	
Excellent written and verbal communication skills.	√	
APTITUDES:		
Exceptional poise and "warmth of character."	√	
Ability to handle conflict with diplomacy.	√	
A team player with a proactive approach to work.	√	
Reliable and punctual, demonstrating a strong sense of responsibility.	√	
Ability to remain calm and composed under pressure.	√	