

ELSTON HALL LEARNING TRUST

Person Specification – Receptionist

	Essential	Desirable	Tested by
Experience	<ul style="list-style-type: none"> • Practical experience of working with others • Experience of using own initiative • Customer service experience 	<ul style="list-style-type: none"> • Prior experience of Receptionist duties • Experience of working in a school environment 	<ul style="list-style-type: none"> • Application Form • Interview
Education and Qualifications	<ul style="list-style-type: none"> • GCSE Maths and English A – C or equivalent • Willingness to undertake further training to continue professional development 	<ul style="list-style-type: none"> • Business / Administration qualification or equivalent 	<ul style="list-style-type: none"> • Application Form • Interview
Abilities, skills and knowledge	<ul style="list-style-type: none"> • Good knowledge of effective IT administration systems • Experience of maintaining a database • Ability to prioritise conflicting demands • Ability to use computer systems, including Microsoft Office • Ability to build and maintain effective working relationships with a wide variety of people • Ability to maintain strict confidentiality in all matters 	<ul style="list-style-type: none"> • Experience of using school MIS systems / Arbor 	<ul style="list-style-type: none"> • Application form • Interview • References
Motivation and Personality	<ul style="list-style-type: none"> • Effective communicator, able to build and sustain positive relationships with all stakeholders in the school community • Have a happy and welcoming manner • Ability to remain calm when in potentially stressful situations • People skills which enable you to get on with both children and adults • Self-motivated and organised 		<ul style="list-style-type: none"> • Application form • Interview
Other Factors	<ul style="list-style-type: none"> • Eligibility to live and work in the United Kingdom • Suitability to work with children • Commitment to safeguarding and equality • Willing to react flexibly to new or unexpected situations 		<ul style="list-style-type: none"> • Interview • Required documentation for Eligibility • DBS and Barred List checks