



St John's Special School and College

Personnel Specification

School Office Receptionist /Administrator

		Essential Attributes	Preferred Attributes
1	Educational Qualifications	<p>Educated to GCSE level in English & Maths at Grades A*-C or equivalent.</p> <p>Relevant vocational qualifications, for example Microsoft Office, RSA I in Typing/Word Processing</p>	<p>RSA II in Typing/Word Processing, CLAIT / IBT qualification or equivalent</p> <p>Experience of Microsoft 365.</p>
2	Work Experience	<p>Previous experience of working in a school or a similar customer facing role in a busy office environment.</p> <p>Experience of reception and administrative work.</p>	<p>Previous experience of working in a special school office, care of health-related office environment.</p> <p>Experience of liaising with pupils, parents, and carers.</p>
3	Skills/Knowledge/Aptitude	<p>Able to perform the range of duties as detailed in the Job Description.</p> <p>Excellent telephone manner and communication skills including dealing with difficult/angry service users.</p> <p>Able to undertake administration and organisational services including typing/word processing to an excellent standard.</p> <p>Excellent communication skills with a high level of written and spoken English language.</p> <p>Professional appearance and approach to work.</p> <p>Ability to take clear and concise minutes at senior meetings.</p> <p>Ability to maintain confidentiality at all times.</p> <p>Able to work in a busy environment with deadlines and interruptions whilst maintaining attention to detail and a calm pleasant manner.</p> <p>Able to prioritise tasks/organisational skills.</p> <p>Good interpersonal skills to work alongside colleagues and visitors to the school.</p>	<p>Completed a minute taking course.</p> <p>Working knowledge of SIMS, SIMS InTouch and knowledge of Capita.</p> <p>Competent use of Management Information Systems</p>

4	Motivation	<p>Self-motivated with a positive attitude.</p> <p>Ability to work as part of a team and to use own initiative when required.</p> <p>Able to work under pressure.</p> <p>Willingness to learn new skills and knowledge through training and shadowing.</p>	
5	Physical	<p>Good general health with an excellent attendance and punctuality record.</p>	
6	Other	<p>'Can do' attitude.</p> <p>Good sense of humour essential.</p> <p>Ability to stay calm in difficult situations and be able to problem solve.</p> <p>Willingness to adjust working arrangements to suit the changing demands of the school.</p> <p>This is a customer facing post and the post must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.</p>	

The school is committed to safeguarding, the welfare of pupils and ensuring equality of opportunity for all pupils, staff, parents and carers; irrespective of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, belief, sex or sexual orientation and expects staff to share that commitment.