



**Receptionist / Pupil Services Coordinator  
Person Specification**

Essential	Desirable	Evidence
<b>Qualifications and experience</b>		
<ul style="list-style-type: none"> <li>• Educated to at least GCSE grade 4 standard or equivalent in English and mathematics.</li> <li>• Experience of working within an office environment.</li> <li>• Experience of customer service environment</li> <li>• First aid qualification or willingness to gain one.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an educational environment.</li> <li>• Experience of using Arbor</li> </ul>	Application form References Interviews Certificate/s (to be available at interview)
<b>Knowledge and skills</b>		
<ul style="list-style-type: none"> <li>• Ability to build and form good relationships with students, parents/carers and colleagues.</li> <li>• Strong verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students, parents/carers and other professionals.</li> <li>• Ability to work constructively as part of a team, understanding school roles and responsibilities including own.</li> <li>• Good standard of numeracy and literacy skills.</li> <li>• Ability to use a range of ICT packages and equipment effectively to support learning.</li> <li>• Ability to absorb and understand a wide range of information.</li> <li>• Ability to improve own</li> </ul>		Application form References Interviews

Essential	Desirable	Evidence
<p>practice/knowledge through self-evaluation and learning opportunities.</p>		
<p><b>Personal qualities</b></p>		
<ul style="list-style-type: none"> <li>• A diplomatic and patient approach.</li> <li>• Able to appropriately deal with confidential information/situations.</li> <li>• Able to follow direction from line manager.</li> <li>• Ability to show initiative and to prioritise one's own work and meet required deadlines.</li> <li>• Efficient and meticulous in organisation.</li> <li>• Desire to enhance and develop skills and knowledge through CPD.</li> <li>• Commitment to the highest standards of child protection and safeguarding.</li> <li>• Recognition of the importance of personal responsibility for health and safety.</li> <li>• Commitment to the school's ethos, aims and its whole community.</li> </ul>		<p>Application form</p> <p>References</p> <p>Interviews</p>