

Person Specification – Receptionist/Administration Assistant

QUALIFICATIONS AND TRAINING
Good numerical and literacy skills to GCSE standard or equivalent.
EXPERIENCE
Computer literate with experience of Microsoft Office Suite
Ability to deal with general administration in a neat and organised manner.
Previous experience of working in reception preferable.
SKILLS & ABILITIES
Ability to work effectively and respond well under pressure
Ability to provide a welcoming environment.
Ability to face and deal with difficult situations and personnel.
Organised and efficient administrative skills.
Self-motivated with the ability to work with minimal supervision.
Excellent communication skills including verbally, in writing, face-to-face and over the telephone.
Ability to use initiative and apply sound decision making skills whilst understanding that some matters need to be referred to others.
Good keyboard skills for accurate computer input and retrieval
Ability to work in a discreet and sensitive manner.
PERSONAL QUALITIES
Willingness to participate in further training and development opportunities offered by the school, to further knowledge.
Courteous, calm and efficient telephone manner.
Flexible, cooperative and supportive team player.
Enthusiasm and confidence at working with a wide range of people
Miscellaneous
Professional, smart, business-like appearance in line with the “corporate” image of the Visitor Reception area.
Friendly, welcoming and approachable disposition.