



Person Specification

Job Title: Receptionist

Grade: 2

Knowledge	<ul style="list-style-type: none"> • Computer literate with knowledge of Microsoft Office package. • E-mail, Excel, Publisher, PowerPoint and the Internet. • Awareness of the role of a receptionist. • Knowledge of SIMS modules an advantage but not essential.
Skills and Abilities	<ul style="list-style-type: none"> • Able to demonstrate a good standard of written and spoken English and numeracy skills. • Able to use a telephone. • Able to use photocopying and reprographic equipment. • Able to provide a high standard of clerical support. • Able to liaise and communicate effectively with other departments and external bodies at all levels. • Able to communicate with children and parents. • Able to communicate effectively with other team members. • Able to meet tight deadlines. • Able to prioritise own workload and maintain confidentiality. • Able to systematically process callers, enquirers, work requests and cope with interruptions. • Have a flexible approach and willingness to offer help. • Able to provide support in other areas when required. • Willingness to train on Sims modules.
Experience	<ul style="list-style-type: none"> • Experience in reception duties, filing and dealing with post distribution. • Working within a team environment. • Working with young people. • The use of computers for word-processing and other office equipment.
Educational	<ul style="list-style-type: none"> • A sound educational background.
Special Requirements	<ul style="list-style-type: none"> • A criminal record disclosure will be required prior to appointment.