Person Specification

Job Title: Receptionist/Clerical Assistant

Grade: 2   Hours: 10.5   39 weeks

	Job Requirements
Knowledge:	• An understanding of administrative procedures. • An ability to use all office equipment within the context of Health and Safety Regulations.

Skills and Abilities:	• Able to be a supportive member of a team. • Able to communicate, and enjoy working, with children in a sensitive and caring manner within a multicultural setting. • Able to prioritise and organise workload to meet deadlines and remain calm under pressure. • Able to liaise and communicate effectively with staff, parents, children and others by telephone and on an interpersonal level, to obtain and give information in a courteous way and to resolve queries and filter callers where appropriate. • Able to sort, identify, classify, record and file accurately in alphabetical, numerical and subject order. • Able to record and present information in a neat and legible way. • Able to support the provision of secretarial services, e.g. maintain diary, book appointments, take messages and arrange meetings. • Able to stay calm with difficult visitors and follow agreed guidelines for such situations. • Able to operate office equipment such as photocopier, fax etc. • Able to recognise the importance of, and maintain security and confidentiality within, the guidelines of the Child Protection Act. • Able and willing to undertake staff training and development courses. • Possess a good sense of humour.

Experience:	• Proven clerical background covering activities such as filing, maintenance of records, using the telephone, dealing with people. • Maintenance of financial records and cash handling.

Educational:	• Good level of education

Special Requirements:	• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.