

# Person Specification

Job Title: Receptionist/Clerical Assistant

Grade: 2      Hours: 25      39 weeks

|                       | Job Requirements   |
|-----------------------|--|
| Knowledge:            | <ul style="list-style-type: none"><li>• An understanding of administrative procedures.</li><li>• An ability to use all office equipment within the context of Health and Safety Regulations.</li></ul>   |
| Skills and Abilities: | <ul style="list-style-type: none"><li>• Able to be a supportive member of a team.</li><li>• Able to communicate, and enjoy working, with children in a sensitive and caring manner within a multicultural setting.</li><li>• Able to prioritise and organise workload to meet deadlines and remain calm under pressure.</li><li>• 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.</li><li>• Able to sort, identify, classify, record and file accurately in alphabetical, numerical and subject order.</li><li>• Able to record and present information in a neat and legible way.</li><li>• Able to support the provision of secretarial services, e.g. maintain diary, book appointments, take messages and arrange meetings.</li><li>• Able to stay calm with difficult visitors and follow agreed guidelines for such situations.</li><li>• Able to operate office equipment such as photocopier, fax etc.</li><li>• Able to recognise the importance of, and maintain security and confidentiality within, the guidelines of the Child Protection Act.</li><li>• Able and willing to undertake staff training and development courses.</li><li>• Possess a good sense of humour.</li></ul> |
| Experience:           | <ul style="list-style-type: none"><li>• Proven clerical background covering activities such as filing, maintenance of records, using the telephone, dealing with people.</li><li>• Maintenance of financial records and cash handling.</li></ul>   |
| Educational:          | <ul style="list-style-type: none"><li>• Good level of education</li></ul>  |
| Special Requirements: | <ul style="list-style-type: none"><li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</li></ul>   |