

Person Specification Receptionist

The Futures Trust and Stoke Park School are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

Responsible to	Designated Manager
Grade	Grade 2 (£18,198 - £18,933 per annum)
Hours	Full time 37 hours per week all year round
Location	Based at Stoke Park School

	Essential Criteria	Desirable Criteria	Measured By
Education and Qualifications	<ul style="list-style-type: none"> GCSE's grade C / 4 or above in English and Maths or equivalent level of literacy and numeracy 	<ul style="list-style-type: none"> A relevant vocational qualification Qualified First Aider (training will be provided) 	Application Form Certificates
Skills and Abilities	<ul style="list-style-type: none"> Excellent communication skills; able to communicate effectively both verbally and in writing with a range of audiences Highly organised; can prioritise and work well under pressure, managing conflicting demands whilst exercising attention to detail Professional personal presentation; able to represent the School and Trust in a positive light at all times Able to maintain the highest levels of confidentiality and data security Able to work both as an effective team member, and independently using initiative to problem solve Able to use ICT packages including Microsoft Word, Excel and Outlook Strong interpersonal skills; able to liaise and work with internal and external stakeholders at all 		Application Form Interview Test

Skills and Abilities continued	<p>levels, and develop effective working relationships</p> <ul style="list-style-type: none"> • Assertive in order to ensure School procedures are maintained and followed • Able to respond to situations with tact and sensitivity • Able to follow the school's safeguarding procedures and recognise when to report any concerns • Able to maintain secure and accurate records in electronic and hard copy filing systems • Able to consistently produce accurate and high quality work • Able to administer First Aid • Able to respond to day to day enquiries and recognise when to refer matters to a more senior colleague 		<p>Application Form Interview Test</p>
Experience	<ul style="list-style-type: none"> • Working in a customer focussed environment • Working well independently and as part of a team • Using ICT systems to input data • Problem solving • Learning to implement processes and procedures 	<ul style="list-style-type: none"> • Working as a Receptionist • Working in an education environment 	<p>Application Form Interview Test</p>
Knowledge and understanding	<ul style="list-style-type: none"> • Professionalism and the perceptions of others • The importance of effective and efficient administration and customer service • Data protection and Confidentiality 	<ul style="list-style-type: none"> • The issues relating to safeguarding children and young people 	<p>Application Form Interview Test</p>

Other requirements	<ul style="list-style-type: none"> • A professional role model who is committed to their own professional development and to developing others • Committed to and able to promote the aims of the school and the values of the Trust: Learners First, It's about Learning, No Barriers. • Able to work calmly under pressure and withstand stress • Able to work flexibly, and to attend meetings and INSET days as required 		Application Form Interview
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Job description reviewed by: Natalie Rock, Headteacher

Date: October 2021