



School Receptionist Person Specification

DESIRABLE EXPERIENCE:

The experience below is not essential as training will be given. Most important is the right attitude, a willingness to learn and a desire to be a key member of the community of a happy and thriving school.

- First Aid qualification and experience
- Genuine interest in working with children
- Knowledge of data protection and safeguarding
- Knowledge of school software such as Medical tracker, CPOMS

SKILLS AND ABILITIES:

- Ability to interact effectively with all members of the school community
- Tact and discretion in dealing with all matters
- Ability to work as part of a wider team as well as independently
- Flexibility in approach to people and working arrangements
- Ability to respond calmly, quickly and willingly to urgent and unexpected requests
- Excellent communication skills via a variety of mediums including telephone and email
- Being open to new ideas and change
- Ability to work under pressure
- Ability to empathise with others
- Active listening and excellent customer service skills
- Excellent customer service and organisational skills

PERSONAL QUALITIES:

- Professionalism
- A good sense of humour and positive outlook
- Being friendly and polite
- A strong desire for, , continued improvement and personal development,
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- Proactive and flexible working approach
- Genuine interest in school life; displays willingness to contribute to the School community
- Highly motivated, maintains high standards
- Strong team player with the ability to work independently

- A 'can do' attitude and self-starter
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