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|  | **PERSON SPECIFICATION****POST** **Receptionist****GRADE Scale 1/2, SCP 8-13** (£16,626 - £17,391 pro rata, actual  salary £5,627 - £5,886) |

**NOTE TO CANDIDATE:**

* The **Essential Criteria** are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.
* The **Desirable Criteria** are used to help decide between candidates who meet **ALL** the Essential Criteria.
* The **How Identified** column shows how the Council will obtain the necessary information about you.
* If the **How Identified** column says the Application Form next to an Essential Criteria or a Desirable Criteria, you **MUST** include in your application

enough information to show how you meet this criteria. You should include examples from your paid or voluntary work.

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|  | **ESSENTIAL****CRITERIA** | **HOW****IDENTIFIED** | **DESIRABLE** **CRITERIA** | **HOW** **IDENTIFIED** |
| **Qualifications** **and Training** | * Grade C or above GCSE Maths and English (or equivalent)
 | Application form and Interview | * ICT Qualification
* Office administration qualification
* Customer service qualification
 | Application form and Interview |
| Knowledge and Experience  | * Experience of working on a professional reception.
* Experience of working in a team.
* Experience of working with a variety of audiences using various methods of communication.
* Experience of working in a Customer Service role
 | Application form and Interview | * Experience of working on a School Reception.
* Experience of working with children and young adults
 | Application form and Interview |

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|  | **ESSENTIAL****CRITERIA** | **HOW****IDENTIFIED** | **DESIRABLE****CRITERIA** | **HOW****IDENTIFIED** |
| **Skills and Abilities**  | * Ability to provide a pleasant and professional welcome to all visitors to the academy.
* Excellent time management skills.
* Ability to multitask and use initiative.
* Good numeracy and literacy skills.
* Excellent communication skills both oral and written.
* Excellent customer service skills.
* Basic ICT skills such as word processing, ability to use email etc.
* Ability to manage own workload with limited supervision.
* Ability to offer a firm but friendly approach and be self-confident in dealing with people.
* Ability to relate to children and adults.
* Ability to build effective working relationships with all pupils and colleagues.
 | Application form and interview |  |  |
| **Special Working** **Conditions** | * Ability to work flexibly.
* Post will be working alone on some occasions.
 | Application form and interview |  |  |