|  |  |
| --- | --- |
|  | **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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **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 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **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 |  |  |