

PERSON SPECIFICATION

NOTE TO APPLICANTS:

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition to interviews a variety of other selection methods may be used such as tests or exercises dependant on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview.

JOB TITLE: RECEPTIONIST / ADMIN

GRADE: 3
DIRECTORATE: FAMILIES AND WELLBEING
DEPARTMENT: Schools

CRITERIA:

Experience

PROVIDE EVIDENCE OF

1. Working within a busy office environment (E) A,I
2. Experience of working within an administrative / secretarial environment (E) A,I
3. Working with IT systems, in particular Word, Excel and Outlook (E) A,I
4. Experience of preparing documentation to a high standard using the full range of word processing services (E) A,I

Skills and Abilities

DEMONSTRATE

1. Excellent interpersonal skills (E) A,I,
2. Ability to work as a member of a team (E) A,I
3. Ability to establish priorities and to determine independently appropriate courses of action to a range of issue within time scales (E) A,I
4. Excellent organisational skills with the ability to complete tasks, activities or events in co-ordination with diary commitments (E) A,I
5. Excellent communication skills (E) A, I
6. Ability to deal with members of the public mainly over the phone and face to face A, I

Education/Qualifications/Knowledge

PROVIDE EVIDENCE OF

1. Educated to GCSE or equivalent (E) A,I
2. High level of literacy and numeracy skills (E) A,I

Other Requirements

DEMONSTRATE

1. Ability to work on own initiative and prioritise workload to meet required deadlines (E) A,I
2. Flexibility in responding to conflicting work demands / requirements of the team and department (E) A,I
3. Willingness to develop a working knowledge of the department and service (E) A,I
4. Willingness to develop skills and knowledge (E) A,I

Commitment to Equal Opportunities

1. Ability to understand and demonstrate commitment to equality and diversity (E) A,I

Commitment to Service Delivery/Customer Care

PROVIDE EVIDENCE OF

1. Ability to be flexible and meet challenging and changing situations with a positive and optimistic attitude surrounding the services that are offered (E) A,I
- 2 Ability to listen, record and relay communications accurately (E) A,I
- 3 Provide advice and guidance on established internal and external policies and procedures to members of the public (E) A,I
- 4 A commitment to public services and local government, together with the ability to develop harmonious working relationships with all members of staff (E) A, I
- 5 Uphold the school's Christian Ethos and values.

METHOD OF ASSESSMENT (* MOA)

A = APPLICATION FORM, **C** = CERTIFICATE, **E** = EXERCISE, **I** = INTERVIEW, **P** = PRESENTATION, **T** = TEST, **AC** = ASSESSMENT CENTRE