



Receptionist & Administrative Assistant Person Specification Grade 3 (SCP 4 – 6)

Criteria	Essential	Desirable
Qualifications		
1. GCSE English and Maths 9 – 4 (A – C) or equivalent.	√	
2. NVQ 2/3 in Business and Administration (or similar equivalent and/or relevant qualification(s))		√
3. Current First Aid certificate.		√
Experience		
1. Demonstrable experience in a range of administrative procedures	√	
2. Working in an office environment	√	
3. Previous work in a school office		√
Knowledge		
1. Knowledge of Microsoft Office, including Word, Excel,	√	
2. Knowledge of Social Media websites and how they operate, including Facebook and other Social networking sites.		√
3. Knowledge of school specific computer systems including Arbor, CPOMS, PSF		√
4. Knowledge of basic health & safety and safeguarding /child protection responsibilities and procedures.	√	
5. Knowledge of policies and procedures in relation to school absence and admissions		√
6. Knowledge of school's administrative procedures e.g. ordering / incoming and outgoing post.		√
7. Awareness of the specific needs of young children in relation to their health, safety and wellbeing as well as their education.	√	
8. Broad understanding of government initiatives and their impact on the school.	√	
Skills		
1. Excellent numeracy/ literacy skills.	√	
2. Ability to set out letters / emails / other documents, using the correct grammar and appropriate tone and language	√	
3. Able to maintain routine records e.g. school meals, tickets, supplies.	√	
4. Efficient, accurate keyboard skills.	√	
5. Able to use / operate general office equipment e.g. printers, photocopiers, binders, computers.	√	
6. Able to use the internet effectively for routine research.	√	
7. Ability to identify variations from accepted patterns / missing documentation / other unusual events, investigate and refer upwards	√	
8. Ability to think broadly and logically and make suggestions for improvements to communications and other office systems and procedures.	√	
9. Display commitment to protection and safeguarding of children and young people.	√	

Interpersonal and Communication Skills		
1. Excellent spoken English	√	
2. Pleasant and helpful telephone and face-to-face manner.	√	
3. Tact, diplomacy and an understanding of the necessity and ability / commitment to maintain absolute confidentiality	√	
4. Ability to remain calm under pressure.	√	
5. Kindness, patience and tolerance when dealing with others who may be upset or appear unreasonable.	√	
6. Ability and willingness to function effectively as part of a team.	√	
7. Organised and methodical	√	
8. Ability to prioritise own workload, asking for help when necessary to ensure deadlines are met.	√	
Physical Skills		
1. Ability to use keyboard and mouse.	√	
2. Routine manual handling.	√	
Level of Autonomy		
1. Work is covered by set policies and procedures.	√	
2. Will be working under the supervision and guidance of the office manager and members of the senior leadership team.	√	
3. Able to make day-to-day decisions about own workload, within general guidelines and procedures	√	
4. Able and willing to use own initiative in solving semi – routine tasks. Know and understand when to refer upwards.	√	
5. Able to work with small groups of children when carrying out specific tasks or on trips etc / Able to supervise larger numbers of pupils during break/lunchtime.	√	