

## ELSTON HALL LEARNING TRUST

### Person Specification – Receptionist

	<b>Essential</b>	<b>Desirable</b>	<b>Tested by</b>
Experience	<ul style="list-style-type: none"> <li>• Practical experience of working with others</li> <li>• Experience of using own initiative</li> <li>• Customer service experience</li> </ul>	<ul style="list-style-type: none"> <li>• Prior experience of Receptionist duties</li> <li>• Experience of working in a school environment</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> </ul>
Education and Qualifications	<ul style="list-style-type: none"> <li>• GCSE Maths and English A – C or equivalent</li> <li>• Willingness to undertake further training to continue professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Business / Administration qualification or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> </ul>
Abilities, skills and knowledge	<ul style="list-style-type: none"> <li>• Good knowledge of effective IT administration systems</li> <li>• Experience of maintaining a database</li> <li>• Ability to prioritise conflicting demands</li> <li>• Ability to use computer systems, including Microsoft Office</li> <li>• Ability to build and maintain effective working relationships with a wide variety of people</li> <li>• Ability to maintain strict confidentiality in all matters</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using school MIS systems / Arbor</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>
Motivation and Personality	<ul style="list-style-type: none"> <li>• Effective communicator, able to build and sustain positive relationships with all stakeholders in the school community</li> <li>• Have a happy and welcoming manner</li> <li>• Ability to remain calm when in potentially stressful situations</li> <li>• People skills which enable you to get on with both children and adults</li> <li>• Self-motivated and organised</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
Other Factors	<ul style="list-style-type: none"> <li>• Eligibility to live and work in the United Kingdom</li> <li>• Suitability to work with children</li> <li>• Commitment to safeguarding and equality</li> <li>• Willing to react flexibly to new or unexpected situations</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• Required documentation for Eligibility</li> <li>• DBS and Barred List checks</li> </ul>