

Person Specification for Receptionist Role

	Essential	Desirable	Assessed via		
Qualifications:					
GCSE pass grade C or above (or equivalent) in maths, English and ICT	✓		Application form and interview Certificates checked at interview		
Level 3 qualification in business/administration related area	✓				
Experience:					
Experience working in a school/college or similar environment	✓		Application form		
Experience working in a special education environment		✓	Application form		
Knowledge and Skills:					
Advanced knowledge of computer packages: MS Office, Excel, Word, Outlook and databases.	✓		Application form/task		
Excellent understanding of principles and processes of administration and data entry/processing.	✓		Application form		
Attention to detail and methodical approach to daily tasks	✓		Application form		
Analytical, problem solving and reporting skills	✓		Application form/ Interview		
Understanding of special education needs		✓	Application form		
Knowledge of ESFA systems		✓	Application form		
Willing to undertake training and other CPD activities in order to further develop the specialist skills needed for the role	✓		Interview		
Role specific:					
Excellent verbal and written communication skills. Able to speak and write in grammatically correct English	✓		Interview/ task		
Ability to speak more than one language		✓	Interview		
Understands safeguarding procedures relating to the role	✓		Interview		
Personal Qualities:					
Prepared to take and implement decisions and accept responsibility for own actions	✓		Interview		
Willing to put our students needs at the centre of all they do at work.	✓		Interview		
Excellence record in both attendance and punctuality. Not in Management of Absence process.	✓		Reference		
Ability to work as part of a team and support colleagues.	✓		Interview		
Self-motivated and able to work under own initiative when the situation demands this.	✓		Interview		
Ability to articulate and communicate professionally with colleagues at all levels, both internally and externally	✓		Interview		
Resilient - ability to cope with a demanding workload and deal with emergencies when required	✓		Interview/task		
Ability to work flexibly as some evening duties may be required to meet the needs of the College	✓		Interview		
Physically able to undertake all aspects of the role	✓		Interview		
High expectations of self and others	✓		Interview		
Ability and willingness to travel if required		✓	Interview		



Well-groomed and presented in line with requirement of the role.	✓		Interview		
Committed to equality of opportunity for all	✓		Interview		