



## Christ the King College

# Person Specification

Role: Receptionist/Administrative Support

(Evidence codes: **A** – Application Form,  
**R** – References, **I** – Interview)

Area	Essential	Desirable	Evidenced through
<b>Qualifications/Training</b>	Appropriate qualification to demonstrate good literacy and numeracy skills (GCSE in English and Mathematics at minimum Grade C or equivalent)	Qualification/training in administrative discipline and/or customer service  Valid First Aid qualification  Qualification/training in use of Information Technology, eg Word Processing etc	A
<b>Experience</b>	Experience in working in an educational or public service environment; particularly in a reception/customer service situation  Experience in working in a busy office environment  Experience of dealing with difficult situations	Experience in working in an education environment or school reception  Experience in administering First Aid to young people	A, I, R
<b>Knowledge, Skills &amp; Abilities</b>	Knowledge of administrative processes and Microsoft Office packages e.g. Word, Excel, Outlook  Excellent interpersonal skills with a pleasant, confident, efficient and professional manner, both in person and on the telephone  Ability to communicate effectively both verbally	Knowledge and understanding of the school environment and current safeguarding procedures  Understanding of issues facing schools and parents  Knowledge and understanding of the SIMS system in order to enable basic data entry or retrieving of relevant information  Knowledge of First Aid and	A, I, R

	<p>and in writing, in a sensitive and tactful manner with a range of people as appropriate</p> <p>Ability to provide advice and guidance to students, parents and staff and to maintain a calm and professional manner when dealing with difficult situations</p> <p>Ability to work effectively to a high standard, on occasion under pressure</p> <p>ICT skills at intermediate level for word processing, database maintenance, email, Internet</p> <p>Good administrative and organisational skills</p> <p>Ability to work without close supervision and to use initiative and prioritise effectively</p>	<p>Accident Reporting procedures, eg RIDDOR</p>	
<p><b>Attitudes &amp; Approaches</b></p>	<p>Flexible and positive approach to work and committed team-player</p> <p>Enthusiasm for education and working in a school community</p> <p>A friendly and supportive attitude towards students, staff, and other member of the school and wider community</p> <p>Have the desire to learn and develop new knowledge and skills</p> <p>Work in sympathy with the ethos and aims of Christ the King College</p> <p>Have a sense of humour</p>		<p>A, I, R</p>