



## Person Specification – Receptionist/Administration Assistant

### QUALIFICATIONS AND TRAINING

Good numerical and literacy skills to GCSE standard or equivalent.

### EXPERIENCE

Computer literate with experience of Microsoft Office Suite

Ability to deal with general administration in a neat and organised manner.

Previous experience of working in reception preferable.

### SKILLS & ABILITIES

Ability to work effectively and respond well under pressure

Ability to provide a welcoming environment.

Ability to face and deal with difficult situations and personnel.

Organised and efficient administrative skills.

Self-motivated with the ability to work with minimal supervision.

Excellent communication skills including verbally, in writing, face-to-face and over the telephone.

Ability to use initiative and apply sound decision making skills whilst understanding that some matters need to be referred to others.

Good keyboard skills for accurate computer input and retrieval

Ability to work in a discreet and sensitive manner.

### PERSONAL QUALITIES

Willingness to participate in further training and development opportunities offered by the school, to further knowledge.

Courteous, calm and efficient telephone manner.

Flexible, cooperative and supportive team player.

Enthusiasm and confidence at working with a wide range of people

### Miscellaneous

Professional, smart, business-like appearance in line with the “corporate” image of the Visitor Reception area.

Friendly, welcoming and approachable disposition.



National Support School  
designated by  
  
National College for  
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