

Person specification – Office Receptionist & Administrator

Attribute	Essential	Desirable
Experience	<p>Demonstrated experience in similar receptionist or administrative role would be advantageous.</p> <p>Proven track record of providing exceptional customer service, preferably in a professional setting.</p> <p>Familiarity with office procedures such as handling mail, maintaining office supplies, and coordinating meetings.</p>	<p>Previous experience working in an education environment and/or care environment.</p> <p>Experience working with multi-agencies</p>
Qualifications	<p>Good knowledge of written and spoken English and numeracy at Level 2 or equivalent. Willingness to undertake relevant qualification.</p>	<p>Education specific qualifications</p>
Skills	<p>Excellent verbal and written communication skills to interact effectively with visitors, students, and colleagues.</p> <p>Strong organisational abilities to manage multiple tasks efficiently, prioritise workloads, and meet deadlines.</p> <p>Proficiency in Microsoft Office suite (Word, Excel, Outlook) and other office equipment such as printers, scanners, and photocopiers</p> <p>Keen attention to detail to ensure accuracy in handling administrative tasks such as data entry, filing, and scheduling appointments.</p> <p>Ability to think critically and resolve issues independently or escalate them appropriately.</p>	
Personality	<p>Always maintain a professional appearance and attitude, representing the organisation positively.</p> <p>Consistently punctual and dependable in fulfilling job responsibilities.</p> <p>Demonstrates discretion and maintains confidentiality when handling sensitive information.</p> <p>Displays a positive and proactive approach to tasks, even when under pressure.</p> <p>Willingness to adapt to changing work environments and responsibilities as needed.</p>	
Personal Circumstances	<p>To undertake regular training as and when required</p> <p>To attend a monthly after work team meeting</p> <p>To occasionally be able to work flexible hours to meet the requirements of students and partners</p>	
Other	<p>Commitment to Equality and Diversity</p> <p>Support the ethos of Employ My Ability and be fit to work with vulnerable young people</p>	<p>Current driving licence</p>