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