

**PERSON SPECIFICATION**  
**Receptionist**

<b>General heading</b>	<b>Detail</b>	<b>Examples</b>
<b>Qualifications &amp; Experience</b>	Specific qualifications & experience	Experience of reception work/school office work Educated to NVQ Level 2 or equivalent
	Knowledge of relevant policies and procedures	General understanding of the operation of a school
	Literacy	Good reading and writing skills
	Numeracy	Ability to count and undertake basic calculations
	Technology	Ability to use photocopier Ability to use word processor
<b>Communication</b>	Written	Ability to complete basic forms
	Verbal	Ability to exchange routine verbal information clearly with children and adults
	Languages	Seek support to overcome communication barriers with children and adults
	Negotiating	Ability to negotiate effectively to achieve best outcomes Ability to manage difficult or controversial exchanges
<b>Working with children</b>	Behaviour Management	Understand and implement the school's behaviour management policy
	SEN	Understand and support the differences in children and adults and respond appropriately
	Curriculum	Basic understanding of the learning experience provided by the school
	Child Development	Basic understanding of the way in which children develop
	Health & Well being	Understand the importance of physical and emotional wellbeing
<b>Working with others</b>	Working with partners	Understand the role of others working in and with the school
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Team work	Ability to work effectively with other adults in the school
	Information	Ability to provide timely and accurate information
<b>Responsibilities</b>	Organisational skills	Good organisational skills
	Line Management	N/A
	Time Management	Ability to manage own time effectively
	Creativity	Ability to follow instructions
<b>General</b>	Equalities	Demonstrate a commitment to equality
	Health & Safety	Basic understanding of Health & Safety
	Child Protection	Understand and implement child protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Be prepared to develop and learn in the role