Bishop Wordsworth's School
Person Specification – Receptionist

Attributes	Essential	Desirable	How Identified
Relevant Experience	• Recent experience in a reception, customer service or administrative role. • Experience communicating professionally with a range of people, face to face and by telephone. • Experience organising tasks and maintaining accurate records.	• Experience working in a school or another busy public-facing environment. • Experience with visitor management, reprographics, post or first-aid administration.	Application/ References/ Interview
Skills & Knowledge	• Confident using standard office IT and equipment, with the ability to learn new systems. • Excellent communication and telephone skills. • Strong organisational skills and attention to detail. • Able to manage competing tasks and respond calmly when priorities change. • Understands the importance of confidentiality and data protection. • Committed to promoting safeguarding and following school procedures, including visitor management. • Willing to undertake first-aid training required for the role.	• Experience using school or visitor-management systems. • Current first-aid qualification. • Familiarity with reprographics, postage or ordering systems.	Application/ References/ Interview
Personal Qualities	• Welcoming, courteous and helpful. • Reliable, flexible and able to work as part of a team. • Uses initiative while knowing when to seek advice. • Tactful and discreet when handling sensitive matters. • Calm and professional in a busy environment. • Warm and approachable, with the interpersonal skills to contribute positively to a busy reception team.	• Experience helping to create a welcoming environment for students, staff and visitors.	Application/ References/ Interview
Qualifications & Training	• Good standard of general education, including English and Mathematics, or equivalent skills and experience.	• Relevant administrative, customer service or first-aid training.	Application/ References