

## PERSON SPECIFICATION

LOCATION: The Redhill Academy  
 POST TITLE: Receptionist/Administrator  
 DATE: July 2020

| CATEGORY/ITEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ESSENTIAL                                                                                          | DESIRABLE |
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| <p><b>Qualifications, Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Numerate and literate with a minimum of 2 years' experience of working within a customer service role within a busy office environment</li> <li>• Experience of complaints handling</li> <li>• Experience of administration support</li> <li>• Basic Health and Safety awareness</li> <li>• Competent use of Microsoft applications including Word, Excel and Outlook</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>                                                       |           |
| <p><b>Skills, Abilities and Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Excellent administrative ability, accuracy of work and clear attention to details</li> <li>• Ability to deliver excellent customer service</li> <li>• Good organisational and time management skills</li> <li>• Ability to listen closely to students, parents, visitors and staff</li> <li>• Excellent communication skills both verbally and in writing</li> <li>• Ability to empathise</li> <li>• Ability to manage own emotions and display professional conduct at all times</li> <li>• Ability to effectively resolve complaints and diffuse situations of conflict</li> <li>• Ability to use own initiative and work effectively on your own and within a team</li> <li>• Flexible approach to work and working hours</li> <li>• Ability to deal positively with organisational change</li> </ul> | <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> |           |
| <p><b>Suitability to work with children</b></p> <ul style="list-style-type: none"> <li>• Enhanced DBS clearance is required for this position</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>X</p>                                                                                           |           |