

**CHARTERS SCHOOL  
PERSON SPECIFICATION  
Associate Staff Receptionist/Administrator**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>EVIDENCE FROM</b>
<b>Knowledge and qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education - 5 GCSE's with a minimum grade C or above in English and Mathematics, or equivalent qualifications or relevant experience</li> <li>• Office systems and procedures</li> </ul>	Qualified First Aider	Application form
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Competent in the use of ICT systems in particular Microsoft Office</li> <li>• Working as part of a team and on own initiative</li> <li>• Responding to queries and simple problem solving</li> <li>• Setting up and maintaining administration systems including electronic systems</li> <li>• Practical experience of working in a busy environment</li> <li>• Practical experience of working with students</li> </ul>	Experience in Arbor	Application form/interview/reference
<b>Quality of Relationships</b>	<ul style="list-style-type: none"> <li>• Able to relate to students, teachers, parents and visitors in a calm and sympathetic manner</li> <li>• Ability to display fairness and respect for students and colleagues</li> </ul>		Interview/application form
<b>Personal Style and Characteristics</b>	<ul style="list-style-type: none"> <li>• Mature and professional manner</li> <li>• Conscientious with commitment to providing a high quality of service</li> <li>• Good timekeeping, attendance and flexibility</li> <li>• Open minded, friendly and proactive</li> <li>• Calm and caring, including when under pressure</li> <li>• Self-motivated</li> <li>• Ability to meet deadlines</li> <li>• Ability to diffuse tension with humour</li> </ul>		Interview/reference
<b>Skills and Aptitude</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate a methodical, organised and flexible approach to work</li> <li>• Effective listening, verbal and written communication skills</li> <li>• Excellent interpersonal skills, with the ability to communicate effectively with a diverse range of people, establishing and maintaining effective working relationships</li> <li>• Ability to design and process a wide range of documents in accordance with instruction and in-house style, paying attention to detail</li> <li>• Ability and willingness to learn quickly</li> <li>• Ability to maintain a high level of confidentiality and discretion at all times</li> <li>• Able to manage student behaviour in accordance with school behaviour policy</li> </ul>		Interview