



PERSON SPECIFICATION – OFFICE ADMINISTRATOR/RECEPTIONIST

Category	Essential Criteria	Desirable Criteria	Evidence
Qualifications	<ul style="list-style-type: none"> GCSEs at grade C or above in English and Maths, or equivalent Excellent command of grammar Educated to NVQ Level 2 or equivalent 		Application form Certificates
Experience	<ul style="list-style-type: none"> Experience of clerical/administrative duties Experience in an office environment Experience dealing with the public in person and on the telephone in a polite and professional manner Demonstrable experience and / or a qualification in Microsoft office packages (Word, Outlook, Excel, Publisher) and administrative IT packages Good clerical skills 	<ul style="list-style-type: none"> Experience of working within a School Office environment SIMs experience 	Written statement Interview References
Professional Knowledge and Understanding	<ul style="list-style-type: none"> Sound understanding of need for a professional approach in dealing with enquires Ability to maintain complete confidentiality and discretion within all situations, remaining tactful and sensitive. The ability to work as part of a team and to support other colleagues Ability to establish rapport, respectful and trusting effective relationships with those working in and with the school Able to contribute to the development and implementation of effective systems 	<ul style="list-style-type: none"> Knowledge of school policies and procedures Understand the importance of physical and emotional wellbeing Experience of monitoring attendance 	Written statement Interview References

Professional Qualities	<ul style="list-style-type: none"> Committed to the development and maintenance of good relationships with staff, parents, pupils, governors and the community, following the school's ethos. Committed to the continuing professional development of self and others within the school. Demonstrates flexibility appropriate to circumstances. Communicates enthusiasm and energy 		<p>Interview</p> <p>References</p>
Skills and Aptitudes	<ul style="list-style-type: none"> A warm, friendly and welcoming personality with a professional approach to work Ability to exchange verbal and written information clearly and sensitively Ability to liaise, work and communicate effectively with adults and children at all levels Ability to respond to demands and work under pressure at times Ability to organise and prioritise workloads without supervision and be able to meet deadlines. The ability to work under own initiative Excellent organisational skills A flexible approach to work. Ability to remain calm under pressure Ability to function effectively in an environment in which interruptions take place 		<p>Written statement</p> <p>Interview</p> <p>References</p>
General	<ul style="list-style-type: none"> Demonstrate a commitment to equality Basic understanding of Health and Safety Understand and comply procedures and legislation relating to confidentiality Demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance 	<ul style="list-style-type: none"> Understand and implement child protection procedures First Aid certificate 	<p>Interview</p> <p>References</p>

West Thurrock Academy is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

Please include the following in your letter of application which should be no longer than 1 side of A4:

- a clear, succinct statement providing examples of how you meet the Person Specification.