

PERSON SPECIFICATION



Park Vale
Academy

LOCATION: Park Vale Academy
POST TITLE: Receptionist/Administrator
DATE: Aug 2019

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