

**Harborne Academy  
Receptionist - Person Specification**

| <b>PERSON SPECIFICATION</b>   | <b>Essential</b>                               | <b>Desirable</b> | <b>Assessed by:</b> |
|---|--|------------------|---------------------|
| <b>QUALIFICATIONS</b> <ul style="list-style-type: none"> <li>• A* - C in GCSE English and Mathematics or equivalent</li> <li>• An intermediate or above qualification in word processing/typing skills</li> </ul>   | ✓  | ✓                | <b>A/I/R</b>        |
| <b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>• Experience in a general administration environment</li> <li>• Experience of using MIS applications – SIMS/CMIS</li> <li>• Experience of reception work</li> <li>• Experience of Microsoft Word and Microsoft Excel</li> <li>• Experience of working in an educational setting</li> </ul>   | ✓<br>✓<br>✓                                    | ✓<br><br>✓       | <b>A/I/R</b>        |
| <b>SKILLS, KNOWLEDGE AND APTITUDE</b> <ul style="list-style-type: none"> <li>• Excellent communication skills both verbally and in writing</li> <li>• Excellent customer service skills</li> <li>• Ability to complete work to the required standard</li> <li>• Ability to follow set procedures</li> <li>• Ability to work on own initiative with minimum supervision</li> <li>• Ability to work under pressure</li> <li>• Ability to work within professional boundaries with all members of staff and visitors</li> <li>• Ability to take a collaborative role when working within a team</li> <li>• Able to meet deadlines against agreed changing priorities and competing demands</li> <li>• Ability to maintain confidentiality</li> </ul> | ✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓ |                  | <b>A/I/T/R</b>      |
| <b>FURTHER QUALIFICATIONS/PROFESSIONAL DEVELOP</b> <ul style="list-style-type: none"> <li>• A commitment to your own personal development.</li> </ul>   | ✓  |                  | <b>A/I</b>          |
| <b>EQUALITY AND DIVERSITY</b> <ul style="list-style-type: none"> <li>• Understand and promotes the principles of equality and diversity</li> </ul>  | ✓  |                  | <b>A/I/R</b>        |
| <b>SAFEGUARDING</b> <ul style="list-style-type: none"> <li>• Understand and promote the principles of safeguarding children.</li> </ul>   | ✓  |                  | <b>A/I/R</b>        |
| <b>OTHER</b> <ul style="list-style-type: none"> <li>• This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent and spoken English is an essential requirement for this role</li> </ul>  | ✓  |                  | <b>I</b>            |