

Person Specification: Receptionist / Front Office Administrator

Requirement	Essential	Desirable
Qualifications	Good general education (minimum GCSEs or equivalent in English and Maths).	Further training or qualification in administration, customer service, or related field.
Experience	Proven experience in a busy reception or administrative role. Experience managing phone and email enquiries and greeting visitors. Experience maintaining accurate records and handling confidential data.	Experience working in a school or educational setting. Familiarity with ISAMs, SOCS, or other school management systems. Experience supporting events or diary management for senior staff.
Communication Skills	Excellent written and verbal communication skills. Confident, courteous, and professional when dealing with pupils, parents, staff, and visitors.	Experience producing parent or staff communications such as newsletters or announcements.
Organisational Skills	Strong organisational skills with ability to prioritise and manage multiple tasks. High attention to detail and accuracy. Ability to work calmly and efficiently under pressure.	Experience managing competing deadlines in a school or similar environment.
Technical Skills	Proficient in Microsoft Office (Word, Excel, Outlook). Comfortable learning and using digital systems and databases.	Experience using digital communication tools and school information systems.
Personal Qualities	Friendly, approachable, and professional manner. Reliable, flexible, and proactive approach to work. Ability to maintain confidentiality and handle sensitive information appropriately. Commitment to teamwork and supporting the school's values.	Willingness to contribute to the wider life of the school. Interest in continuous professional development.
Other Requirements	Commitment to safeguarding and promoting the welfare of children. Willingness to work occasional evenings/weekends for key school events (e.g. Open Days, Founders' Day).	First Aid and Fire Marshal training (or willingness to undertake).