



WESTMINSTER SCHOOL

Receptionist/Telephonist (job share) – person specification

	Criteria	Essential	Desirable
Qualifications/Professional Development	Formal education to at least GCSE Level (or equivalent)	Yes	
Knowledge/Experience	Experience of working in reception and/or Front of House		Yes
	Basic administrative experience in an office environment	Yes	
	Experience of working in an educational environment	Yes	
	An understanding of safeguarding	Yes	
	An understanding of, and commitment to, the School's Equal Opportunities policies and a willingness to promote equality of opportunity in all aspects of the work		
Skills and abilities	Excellent customer service skills	Yes	
	Professional and discrete	Yes	
	Ability to work autonomously and as part of a team	Yes	
	Friendly and approachable manner	Yes	
	Calmness, efficiency, and the ability to work under pressure as necessary	Yes	
	Tactful and diplomatic	Yes	
	Excellent interpersonal skills	Yes	
	Strong communication skills, both written and verbal	Yes	
	Reliable and efficient	Yes	