



## WESTMINSTER UNDER SCHOOL

### Receptionist – person specification

	Criteria	Essential	Desirable
Qualifications/Professional Development	Formal education to at least A Level (or equivalent)	Yes	
	Additional certification or training in office administration, customer service or related fields		Yes
Knowledge/Experience	Demonstrable experience of working in a general administrative and customer facing environment	Yes	
	Strong understanding of administrative procedures, including experience of information management systems and data entry		Yes
	Experience of line managing others		Yes
	Understanding of Data Protection and Confidentiality	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	Yes	
Skills and abilities	Highly developed inter-personal skills, and the ability to work effectively and productively with pupils, staff, parents and governors	Yes	
	Ability to work autonomously and as part of a team	Yes	
	Professional and discreet	Yes	
	Calmness, efficiency, and the ability to work under pressure as necessary	Yes	

	Ability to develop and maintain effective relationships with all members of the school community and visitors to the School	Yes	
	Excellent communication skills both written and verbal	Yes	
	Good organisational skills	Yes	
	Approachability and willingness to help others	Yes	
	Strong customer care skills and focus	Yes	