BISHOP HEBER HIGH SCHOOL

RESPECT · OPPORTUNITY · ACHIEVEMENT

Job Title: Receptionist and Administration Assistant

Person Specification

IMPORTANT

THE REHABILITATION OF OFFENDERS ACT

The provisions of the Rehabilitation of Offenders Act relating to the non-disclosure of spent convictions do not apply to this job, YOU **MUST, THEREFORE, DISCLOSE WHETHER YOU HAVE ANY PREVIOUS CONVICTIONS ON THE BACK PAGE OF THE APPLICATION FORM.** *We are totally committed to safeguarding the welfare of young people and expect all staff to share this commitment. If successful you will be expected to undertake an Enhanced Disclosure and Barring Service (DBS) check.*

CRITERIA	DESIRABLE	ESSENTIAL	METHOD OF ASSESSMENT
Qualifications	Relevant administrative qualification or equivalent experience	5 GCSEs including English and Mathematics (Grade C/4 or above), or equivalent. Relevant administrative qualification or equivalent experience	Application
Experience	Experience of working in a school or educational setting. Experience of using Management Information Systems (MIS) such as Arbor, Experience of administering attendance, and student records.	Experience of working in a busy reception, customer service, or administrative environment. Experience of using Microsoft Office applications, including Word, Excel, Outlook and Teams Experience of managing confidential information appropriately. Experience of dealing with a wide range of stakeholders in a professional manner. Experience of handling telephone and face-to-face enquiries.	Application and interview
Job Related Knowledge	Knowledge of school administrative procedures and systems.	Understanding of the importance of confidentiality and data protection. Knowledge of effective customer service practices.	Application and interview

		Understanding of safeguarding and promoting the welfare of children and young people. Awareness of health and safety requirements within the workplace.	
Skills and Aptitudes		Excellent communication skills, both written and verbal. Strong interpersonal skills and the ability to build positive relationships. Ability to remain calm, professional and approachable in a busy environment. Excellent organisational and time-management skills. Ability to prioritise workload and work effectively under pressure. High level of accuracy and attention to detail. Competent ICT skills and the ability to learn new systems quickly. Ability to work independently and as part of a team. Ability to deal sensitively and professionally with pupils, parents, visitors and staff.	Application and interview

Note: Bishop Heber High School is committed to supporting people with disabilities and will make reasonable adjustments to these requirements where this enables a disabled person to do the job effectively.