

# Stratford upon Avon School

## Receptionist/Clerical Assistant

### Person Specification - September 2024

Please read this Person Specification carefully as it will be used to assess candidates as part of the short list and selection process. The recruiting team will be looking for candidates who most closely match the following:

	<b>Essential</b>	<b>Desirable</b>	<b>Evidence base</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>A good general education</li> </ul>	<ul style="list-style-type: none"> <li>Customer service training</li> <li>A further qualification related to administration e.g. NVQ, typing certificate.</li> <li>GCSE Mathematics and English at grade C or above (or equivalent)</li> </ul>	Application form
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>Experience in a busy customer service environment</li> <li>Due to the requirements of the role, it is essential that the post holder has excellent communications skills and is fluent in both written and spoken English</li> <li>Ability to develop good working relationships with a wide range of people</li> <li>Some knowledge of IT i.e. email, Word, Excel</li> </ul>	<ul style="list-style-type: none"> <li>Some school experience</li> <li>Experience working with an MIS (preferably Bromcom)</li> <li>Able user of telephone systems</li> <li>Proficient user of ICT i.e. email, Word, Excel</li> </ul>	Application, references and selection process
<b>Key competencies and aptitudes</b>	<ul style="list-style-type: none"> <li>Initiative, resilience and patience</li> <li>Customer focused</li> <li>Discretion and confidentiality</li> <li>Good inter-personal &amp; team working skills</li> <li>Able to offer flexibility with hours of work</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of safeguarding process and procedures</li> </ul>	Application, references and selection process
<b>Professional development</b>	<ul style="list-style-type: none"> <li>A willingness to attend training for specific aspects of the job and for generic school-based development.</li> </ul>	<ul style="list-style-type: none"> <li>Prior experience of putting skills acquired through training into practice.</li> </ul>	Application, references and selection process
<b>Other information</b>	<ul style="list-style-type: none"> <li>Share the ethos of the school.</li> <li>Post subject to Enhanced DBS</li> <li>Displays commitment to the protection and safeguarding of children and young people</li> </ul>	<ul style="list-style-type: none"> <li>Willingness to co-ordinate and take part in whole school activities.</li> </ul>	Application, references and selection process

The school is committed to safeguarding and promoting the welfare of the children and young people and expects all staff and volunteers to share this commitment