

SIR JONATHAN NORTH COMMUNITY COLLEGE

PERSONNEL SPECIFICATION

ADMINISTRATION OFFICER / RECEPTIONIST

CRITERIA	ESSENTIAL	DESIRABLE
1. Qualifications	<ul style="list-style-type: none">• ICT literate in Microsoft Word and Excel• Good education• Good levels of numeracy and literacy	<ul style="list-style-type: none">• O'level / GCSE English and Maths at grade C or above.
2. Experience	<ul style="list-style-type: none">• Customer Service background, including experience of regular face to face contact with customers• Previous office experience• Experience of Processing in a variety of software packages, including MS Word (advanced) and Excel• Experience of handling money.	
3. Personal Qualities	<ul style="list-style-type: none">• Excellent communication skills• A calm, reassuring and confident manner• A courteous business like telephone manner• An accurate and methodical organised approach to administrative tasks• Ability to work under pressure and prioritise a number of competing demands• Ability to take responsibility for tasks and to work on own initiative• Ability to work well with colleagues and in a team environment• Excellent attention to detail• Flexibility in approach• Be able to adapt to change• An awareness of responsibility for the safeguarding and promotion of the welfare of children• Professional/Businesslike appearance• Good attendance record.	