

# PERSON SPECIFICATION

## Receptionist

### THE **Sixth Form** BOLTON

Listed below are details of the personal and professional qualities we are looking for and how we will be assessing/measuring them. Please read this page carefully and ensure that you fulfil these criteria prior to making your application, as anyone not able to meet the essential requirements will not be shortlisted for interview.

| CRITERIA                 | STANDARD   | Essential   | Desirable         | ASSESSED BY   |
|--------------------------|--|---|-------------------|---|
| Qualifications           | Educated to a minimum of GCSE standard or equivalent with Maths and English Grade C/4 being essential  | *   |                   | Original Certificates Application Form                        |
| Experience and Knowledge | <p>Experience and good knowledge of Microsoft Office Applications (Word/Excel/Outlook)</p> <p>An ability to be able to learn new IT systems</p> <p>Experience in a Reception or Customer Facing role dealing with and responding to a wide range of enquiries</p> <p>Experience of dealing with a range of individuals and situations, using customer care skills.</p> <p>Experience of using an IT based telephone system</p> <p>Experience of using other security systems (Access Control)</p> <p>An interest in the post 16 educational and learning environment</p> | <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> | <p>*</p> <p>*</p> | Application Form, Supporting Letter, Interview and References |
| Skills and Qualities     | <p>Excellent communication and interpersonal skills and a willingness to help at all levels</p> <p>Positive attitude and professional approach</p> <p>Excellent organisational and planning skills</p> <p>Ability to work under pressure and meet deadlines</p>  | <p>*</p> <p>*</p> <p>*</p> <p>*</p>                   |                   | Application Form, Supporting Letter, Interview and References |

| CRITERIA               | STANDARD   | Essential                                    | Desirable | ASSESSED BY                                      |
|------------------------|--|--|-----------|--|
|                        | <p>Ability to work independently and as a part of a team</p> <p>Ability to recognise and appreciate the confidential nature of the information</p> <p>A consistent positive outlook with an enthusiastic 'can do' attitude</p> <p>A commitment to the ethos of The Sixth Form College</p> <p>Commitment to observing the Colleges Equal Opportunities, Health and Safety and Child Protection policies at all times</p>  | <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> |           |  |
| <p><b>Personal</b></p> | <p>Calm and concise with a strong and flexible approach and the ability to deal with people at all levels</p> <p>Maintain a high standard of personal presentation, recognising the postholder represents the initial impressions of the Sixth Form</p> <p>Excellent timekeeping and attendance record</p> <p>Medical Clearance</p> <p>Full Disclosure clearance by Criminal Records Bureau</p> <p><i>NB – Both of the above would be confirmed following an initial offer of appointment.</i></p> | <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> |           | <p>Application Form Interview and References</p> |