



Person Specification – Waseley Hills High school

Job Title:	Receptionist & First Aider
Grade:	Scale 2 SCP 10 – 13
Responsible to:	Headteacher's PA

QUALIFICATIONS/TRAINING:

It is essential that the postholder has :

- 3 GCSEs or equivalent including English and Maths (A-C)
- Will be required to gain the First Aid at Work Certificate

It is desirable that the postholder has:

- Formal training in customer service
- Formal training in computer packages
- Previous experience of local government

EXPERIENCE/KNOWLEDGE:

It is essential that the postholder has:

- Demonstrative experience of dealing with the public
- Demonstrative experience of acting as the first point of contact

SKILLS AND ABILITIES:

It is essential that the postholder:

- Is able to prioritise own workload to meet a flexible and changing environment
- Can carry out tasks with a methodical approach
- Can produce written work that is clear and legible
- Is numerate
- Is computer literate and is familiar with applications such as MS Office
- Is able to make sound judgements which show an understanding of the boundaries of the post
- Shows initiative and can work unsupervised
- Works effectively as a team member
- Is comfortable working in a busy environment and working under pressure
- Is confident in handling difficult situations which could be confrontational
- Has excellent interpersonal skills
- Is attentive when being spoken to, asks questions and seeks clarification where necessary
- Is tactful when speaking to people at all levels

Headteacher: Mr. A. Roll

School Road, Rubery, Birmingham B45 9EL

Tel: 0121 453 5211 Email:office@waseleyhills.worcs.sch.uk

www.waseleyhills.worcs.sch.uk



Waseley Hills High School

Aspire, Invest, Respect

It is desirable that the post holder:

- Is able to carry out duties in a manner that shows an awareness of security needs

ADDITIONAL FACTORS:

It is essential that the postholder:

- Is willing to undertake training in order to carry out reception procedures
- Presents a professional and friendly disposition

Some additional hours may be required for key school events, eg. Open Evening, Transition Parent Evening

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