

Person Specification

Part Time Receptionist

Experience/work-based knowledge and qualifications:	Essential	Desirable
	Be IT proficient, Microsoft Word, Excel and Outlook.	Experience of working within an educational environment.
	Experience of utilising inhouse databases.	Experience of working in reception or front facing role.
	Experience of managing high volume of telephone calls and emails.	An understanding of safeguarding issues.
	General office administrative experience.	A willingness to support and contribute to the ethos of Hamilton College.
	Working on own initiative with limited supervision.	Experience of providing high customer service.
	Excellent communication skills.	First Aid certificate/qualification. Willingness to undertake First Aid training.
	Good levels of literacy and numeracy skills.	
	PVG clearance to work with children.	
	Adherence to GDPR and Data Protection Regulations - maintain confidentiality.	
Core Competence:	Able to communicate clearly and efficiently in person or by telephone.	
	Able to perform accurately and under periods of pressure.	
	Be able to demonstrate attention to detail.	

	Good organisational skills.	
	Flexible in approach to work.	
	Build rapport with colleagues, staff, learners, parents and guests.	
Personal attributes:	Customer service focussed.	
	Enthusiastic.	
	Approachable, tactful and discreet.	
	Reliable.	
	Compassionate.	