

## EMPLOYEE SPECIFICATION

**SECTION:** All Schools Model

**JOB TITLE:** Business Support Assistant (receptionist) (4)

**GRADE:** 4

	ATTRIBUTES		RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1.	<b>RELEVANT EXPERIENCE</b>	1.1	Experience of office or administrative work.	Application Form / Selection Process	A
		1.2	Experience of admin working in a school		B
		1.3	Experience of reception work – can be desk or office based		A
		1.4	Experience of working with computer packages e.g. ie Microsoft Office Word and Excel and Email		A
		1.5	Experience of Integris G2		C
2.	<b>EDUCATION AND TRAINING ATTAINMENTS</b>	2.1	Numeracy and literacy skills in order to produce routine documentation and basic calculations.	Application Form / Selection Process	A
		2.2	Business & Administration NVQ 2, or equivalent qualification or able to demonstrate equivalent skills		B
3.	<b>GENERAL AND SPECIAL KNOWLEDGE</b>	3.1	Understanding of the basic principles of customer care and providing an effective service.	Application Form/ Selection Process	A
		3.2	Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the post		A
4.	<b>SKILLS AND ABILITIES</b>	4.1	Literacy skills to produce routine word processing, including the use of email.	Application Form/ Selection Process	A
		4.2	Numeracy skills to produce basic calculations		A

		4.3	Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.		A
		4.4	Ability to produce work to strict deadlines whilst maintaining accuracy.		A
		4.5	Able to provide an excellent customer service and deal with enquires appropriately.		A
		4.6	Excellent verbal communication skills with the ability to communicate with people from diverse backgrounds		A
		4.7	Bilingual skills would be an advantage.		C
5.	<b>ANY ADDITIONAL FACTORS</b>	5.1	Commitment to undertake continued training and development		B
		5.3	Willingness to undertake an enhanced Disclosure and Barring Service check. <b>Please note a conviction may not exclude candidates from employment but will be considered as part of the selection process.</b>	Application Form/ Selection Process	A

Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form. The letters A, B and C in the "Rank" column refer to the importance we will give your answers when we read your applications. You must have all the A's on day one to be able to do the job, you need to have all the B's to do the job, but they could be learnt during the induction, and if you have C criteria this would be an additional bonus. We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Where criteria are to be identified through the "Selection Process", this may involve written exercises, group discussions, presentations, interview etc.

ES Prepared/Amended	JAN 2015
Refers to Estab(s)	Schools
Ref	BS04