**Office Manager - Person Specification**

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|  | Essential | Desirable |
| **Qualifications & Experience** |  |  |
| Education | * Good standard of education – 5 GCSE’s or equivalent
* Computer literate with experience of Microsoft Office Suite
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| Experience  | * Previous administration experience
* Ability to deal with general administration in a neat and organised manner
* Excellent customer service skills
 | * Previous experience of working in a Reception
* Previous experience of working in a school setting
* Previous experience of working with Arbor Education
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| **Professional Skills**  | **Essential** | **Desirable**  |
|  | * Ability to provide a welcoming environment.
* Ability to work effectively and respond well under pressure
* Excellent communication skills including verbally, in writing, face-to-face and over the telephone
* Ability to face and deal with difficult situations and personnel
* Good keyboard skills for accurate computer input and retrieval
* Ability to work in a discreet and sensitive manner and withhold the highest level of confidentiality
* Ability to use initiative and apply sound decision making skills whilst understanding that some matters need to be referred to others
 | * Previous experience of managing other members of staff
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| **Personal Qualities**  |  |  |
|   | * Ability and willingness to work collaboratively and supportively within the school team and the wider Trust
* Enthusiasm and confidence at working with a wide range of people
* Courteous, calm and efficient telephone manner
* Builds effective and professional working relationships with staff, parents, Trust members and the wider community
* Self-motivated with the ability to work with minimal supervision
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|  | * Willingness to participate in further training and development opportunities offered by the school
* Flexible, cooperative and supportive team player
* Friendly, welcoming and approachable disposition
* Professional, smart, business-like appearance in line with the “corporate” image of the Visitor Reception area
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