**Office Manager - Person Specification**

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| **Qualifications & Experience** |  |  |
| Education | * Good standard of education – 5 GCSE’s or equivalent * Computer literate with experience of Microsoft Office Suite |  |
| 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 |
| **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 |
| **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 |  |
|  | * 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 |  |