

Office Manager - Person Specification

	Essential	Desirable
Qualifications & Experience		
Education	<ul style="list-style-type: none"> • Good standard of education – 5 GCSE's or equivalent • Computer literate with experience of Microsoft Office Suite 	
Experience	<ul style="list-style-type: none"> • Previous administration experience • Ability to deal with general administration in a neat and organised manner • Excellent customer service skills 	<ul style="list-style-type: none"> • Previous experience of working in a Reception • Previous experience of working in a school setting • Previous experience of working with Arbor Education
Professional Skills		
	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Previous experience of managing other members of staff
Personal Qualities		
	<ul style="list-style-type: none"> • 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 	
	<ul style="list-style-type: none"> • 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 	