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|  | **Essential** | **Desirable** |
| **Qualifications/ Training** | * GCSE Maths & English to a minimum of Grade 4 or above (or equivalent) | * Ability to administer first aid or willingness to learn * GDPR Training |
| **Experience** | * Experience of reception work * Experience of working in a customer facing environment * Administrative experience | * Experience of working in an educational environment * Experience of dealing with young people |
| **Skills/ Knowledge** | * Understanding of the basic principles of customer care and providing an efficient service. * Excellent communication (oral and written) and listening skills * Good ICT and word processing skills and the ability to retrieve and send e-mails on behalf of the College as required and in a professional manner * Ability to work without supervision * The ability to remain calm when working under pressure with competing demands * The ability to remain calm, composed and flexible within a busy and demanding environment. * Ability to respect and maintain confidentiality * Effective and efficient organisational skills * Ability to prioritise * Ability to work to tight deadlines | * An understanding of safeguarding and child protection |
| **Personal Skills** | * Commitment to learning * Enthusiastic, positive and ‘can do’ attitude * Diplomacy Skills * Reliability, integrity, resilience and stamina * Respects confidentiality * A commitment to CAPA College ethos * Willing to seek support and advice when necessary * Enjoys working on own or as part of a team * Quick learner, able to be flexible and adapt to context and surroundings * Enthusiasm and commitment for working in a creative organisation with a focus on young people (aged 16-19) * Willingness to lead by example in terms of work ethic, dress and behaviour * Robust sense of humour * Excellent attendance and punctuality records |  |