|  |  |  |
| --- | --- | --- |
|  | **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
 |  |