

PERSON SPECIFICATION

Business Support - Reception & Administration

	Essential	Desirable	Method of assessment
Qualifications	o Maths and English at Level 2 (GCSE grade C/4 or equivalent).	- o Safeguarding and Prevent training, or willingness to complete required training. - o Relevant first aid, medication or health and safety training. - o Level 2 Business Administration qualification, or an equivalent relevant qualification/level of administrative experience.	Application form, Interview, Copies of certificates
Personal Qualities / Behaviours	- o Professional, welcoming and customer-focused approach. - o Calm, reliable and resilient when dealing with a busy reception and competing demands. - o Flexible and adaptable, with the ability to respond positively to changing or reactive priorities. - o Uses initiative while recognising when matters need to be referred or escalated. - o Discreet and trustworthy, with a strong commitment to confidentiality and professional boundaries. - o Committed to inclusion, safeguarding and high standards of service.		Application form, Interview, References

	Essential	Desirable	Method of assessment
Knowledge & Experience	- o Strong administrative experience in a busy office, reception or customer-service environment. - o Experience of providing high-quality front-of-house and customer service by telephone, email and in person. - o Experience of maintaining accurate records, trackers, files and confidential information. - o Experience of managing a varied workload with frequent interruptions and changing priorities. - o Good working knowledge of Microsoft Office and confidence using digital systems for records, communication and administration. - o Understanding of confidentiality, data protection and the need to handle personal information appropriately.	- o Experience in education, further education, training, SEND or the third sector. - o Experience of attendance administration and communicating with parents or carers regarding absence. - o Experience of purchase ordering, petty cash, stock control or routine finance administration. - o Experience of SharePoint and learner systems such as the Learner Records Service, BKSb or eAssessor Pro. - o Experience of routine onsite health and safety checks or medication-record administration.	Application form, Interview, References
Skills	- o Excellent organisational and time-management skills, with the ability to multitask effectively. - o Ability to prioritise and reprioritise work quickly while maintaining accuracy and meeting deadlines. - o Strong customer-service skills and the ability to communicate professionally with learners, families, visitors, colleagues and external professionals.	- o Confidence using education or learner-management systems. - o Experience supporting events, inductions, tours or similar activities.	Application form, Interview, References

	Essential	Desirable	Method of assessment
	- o Excellent written and verbal communication skills, including accurate note taking and preparation of clear documents and information. - o High level of attention to detail and ability to maintain accurate learner, attendance and administrative records. - o Confident IT skills, including email, word processing, spreadsheets, calendars and shared document systems. - o Ability to organise meetings, rooms, events, packs, supplies and other logistical requirements efficiently. - o Ability to identify urgent, sensitive or safeguarding-related matters and escalate them promptly through the correct route. - o Ability to work collaboratively as part of a team while taking ownership of allocated tasks.		
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