

The Oldershaw School

Employee Specification Form

Post Number	
Job Title	Receptionist
Department	Operations
Prepared by and date	Amanda Jackson – 2026

Important - Study “Explanatory Notes” printed overleaf before completing form

Essential Personal Attributes	Stage Identified	Desirable Personal Attributes	Stage Identified
Qualifications ✓ 5 x Grades 9 – 4 equivalent to 5 A*-C GCSEs including Maths and English	A	- Relevant other academic qualifications - Administrative/IT national qualifications	A
Experience ✓ Ability to deal with people both over the phone and in person ✓ Ability to relay messages in a timely manner ✓ Ability to remain calm and professional in a busy environment ✓ Ability to assist with administration tasks ✓ Previous receptionist experience in a busy office	A/I	Previous school office experience, ability to use Arbor	A/I
Knowledge and skills ✓ Excellent interpersonal and communication skills both verbally and in writing ✓ Attention to detail ✓ Good ICT skills	A/I	- Understanding of safeguarding/child protection - Qualified First Aider - Knowledge of GDPR	A/I/R
Special Requirements ✓ You will be a forward-thinking positive person with a can-do attitude ✓ Highly organised with the ability to work on your own initiative ✓ Prepared to be flexible in supporting the school ✓ Have a sense of humour ✓ Enhanced DBS required	A/I/R	Ability to develop excellent relationships with colleagues	I/R

Employee Specification Form

These notes should be studied carefully before completing the form overleaf.

List the personal attributes required to fulfil the duties listed in the job description.

They must be:

- set at a level appropriate to the work to be done and *not* higher than necessary
- stated clearly and specifically
- entirely job related

Essential or Desirable

- Essential

Those requirements without which a candidate would be simply unable to do the job.

Any candidate who does not meet the essential requirements must be rejected.

Examples could be the possession of current driving licence or relevant qualification.

- Desirable

Those requirements which are desirable, but not essential.

A candidate should not be rejected for failing to meet any single desirable requirement.

Examples for certain jobs could be local government experience or knowledge of new technology.

Personal Attributes

- Qualifications

What qualifications, if any, should the postholder possess?

To what level

- Experience

What experience, if any, is relevant?

- Knowledge and Skills

Is there any knowledge (other than that covered by qualifications listed) or skills which are relevant? What should the postholder be able to do?

Do not list attributes which cannot be measured, eg “pleasant personality”, “flexible outlook”. Identify only what the postholder needs to do that requires him/her to be pleasant and flexible. Is it that the person needs to communicate effectively with callers (pleasant) or will need to work flexible hours (flexible). Try to specify the levels of skills that are required, eg if numeracy is specified as a requirement, you should indicate the levels of skill, ie keeping records of petty cash or able to control and monitor substantial budgets.

- Special Requirements

Are there any conditions of service which differ from the norm and with which the postholder must comply? eg live-in requirements, flexible working hours, weekend working.

Stage Identified

Indicate at which stage in the selection process the personal attribute is to be identified, eg application form, interview, tests, references, etc