

Qualifications & Training

Essential

- GCSEs (or equivalent) in English and Mathematics
- Customer Service experience
- Administration training or experience

Desirable

- First Aid Certification

Experience and Skills

Essential

- Excellent communication skills, both verbal and written, with the ability to explain information clearly
- Strong organisational skills with the ability to multitask and prioritise workload effectively
- Proficiency in IT, including Microsoft Word, Excel, Outlook, and the ability to learn new systems
- Experience in a busy customer-facing role, demonstrating professionalism and efficiency
- Understanding of safeguarding procedures and commitment to maintaining a safe environment
- Ability to work flexibly as part of a team

Desirable

- Experience in a school setting or working with young people
- Familiarity with school management systems (e.g. Arbor)
- Experience of providing administrative support

Personal Attributes

Essential

- Friendly, approachable and professional manner
- Excellent interpersonal skills with the ability to build positive relationships with students, staff and visitors
- Adaptable and flexible, with the ability to remain calm under pressure in a busy environment
- Strong problem-solving skills and the ability to use initiative to resolve issues effectively

- Reliable, punctual, and committed to maintaining high standards of professionalism
- Strong problem-solving skills and the ability to use initiative to resolve issues effectively
- High level of discretion, confidentiality and professionalism in handling sensitive information
- Team-oriented, with a willingness to contribute positively to the wider school environment
- Reliable, punctual, and committed to maintaining high standards of professionalism
- Commitment to safeguarding and promoting the welfare of students at Thornden School

Other Requirements

- Excellent punctuality and attendance
- Willingness to undertake training and development relevant to the role
- Successful completion of DBS and other pre-employment checks