



**CHETHAM'S SCHOOL OF MUSIC**  
**PART-TIME RECEPTIONIST**

**Person Specification**

<b>Essential</b>	<b>Desirable</b>
Sound IT proficiency, including Microsoft Word, Excel and Outlook and experience of using in-house databases	Previous experience of working with young people
Experience of working in a customer-facing role, with a good understanding of good customer service.	Previous experience of working in a front of house reception role
Experience of dealing with a high volume of telephone and email enquiries.	Experience of working for a charity
Experience of general office administration.	
Experience of working on own initiative with limited supervision.	
Experience of working in a busy environment and prioritising competing demands.	
Ability to build rapport with colleagues, students and visitors to the School	
Excellent communication skills, both written and spoken.	
Customer focussed	
Adaptable to change	
Dynamic and enthusiastic	
Approachable	
Tactful and discreet	
Flexible approach to work	
Reliable and honest	
Excellent organisational skills	
Attention to detail	



**CHILD PROTECTION AND SAFEGUARDING CHILDREN**

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy and related documents (available at [www.chethams.com](http://www.chethams.com)) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Head.

Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's Name: .....

Employee's Signature: .....

Date: .....