



## Person Specification

**POST: Administrator**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications and Training</b>	<p>Thorough and accurate understanding of English Language and Grammar.</p> <p>English and Maths GCSE grade 5 or above (or equivalent).</p>	<p>Experience working as First Aider</p> <p>Formal qualification in administration eg typing or business administration</p>
<b>Experience</b>	<p>Previous experience of being first point of contact for parent/visitor enquiries understanding their needs and handling a diverse range of enquiries.</p> <p>Experience of working in a customer facing role including handling a wide range of enquiries particularly by telephone and e mail.</p> <p>A proven track record of successfully balancing conflicting priorities and deadlines.</p> <p>Demonstrable experience of successfully building and managing effective relationships with stakeholders, internally and externally at all levels.</p>	<p>Experience of working in educational establishment.</p> <p>Experience of employment in an office administration role.</p>
<b>Ability, Skills and Knowledge</b>	<p>General admin skills / secretarial duties.</p> <p>Knowledge of MS Office software, specifically Word.</p> <p>Excellent interpersonal skills with students, parents and staff.</p> <p>Excellent telephone manner and customer focused approach to provide an outstanding service.</p> <p>Good Communication Skills in English</p>	<p>Knowledge of school database package, eg Bromcom.</p>
<b>Personal Skills and Qualities</b>	<p>Candidates should be able to provide evidence that they:</p> <ul style="list-style-type: none"> <li>• Are enthusiastic in approach and adaptable to changes and developments within a fast-paced workplace.</li> <li>• Are discreet and have the ability to maintain confidentiality.</li> <li>• Are approachable, empathetic and sensitive to students' diverse needs.</li> <li>• Are confident and able to use initiative.</li> <li>• Have the ability to prioritise conflicting workloads, remaining calm under pressure.</li> <li>• Have excellent communication skills – both written and verbal.</li> <li>• Have a desire for high standards of work and a consistently high standard of personal presentation.</li> <li>• Are able to demonstrate excellent interpersonal and organisational skills.</li> <li>• Are able to build and maintain effective relationships.</li> <li>• Can demonstrate effective teamwork skills.</li> <li>• Have a willingness to work flexibly to meet deadlines.</li> <li>• Have a good sense of humour.</li> </ul>	
<b>Safeguarding</b>	<p>The ability to safeguard and promote the welfare of children and young people</p> <ul style="list-style-type: none"> <li>• Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people whatever their life circumstances</li> <li>• Has a good understanding of the safeguarding agenda</li> <li>• Can demonstrate an ability to contribute towards a safe environment</li> <li>• Shows a personal commitment to safeguarding</li> </ul>	