



## PERSON SPECIFICATION

Post: Administrative Assistant

	Essential	Desirable
<b>Qualifications</b>	NVQ Level 1 or equivalent Good level of literacy and numeracy skills to GCSE standard or equivalent	
<b>Experience</b>	Proven experience of dealing with people, whether in person or over the telephone to the required standards of service Effective use of ICT packages, especially MS Office 7 or above Effective use of e-mail systems/VLE	Experience of working within an educational environment Understanding of school roles and responsibilities Experience of SIMS computerised systems Minimum of two years' experience in an administrative/reception role
<b>Skills and Abilities</b>	Organised and efficient administrative skills Ability to provide a welcoming environment Ability to work effectively and respond well under pressure Ability to develop and maintain effective filing systems Self-motivated, with the ability to work with minimal supervision Excellent communication skills both face to face and over the telephone Understanding of relevant processes and systems Ability to use IT software packages, e.g. MSOffice and data bases	Knowledge of MIS systems such as Bromcom

<b>Personal Attributes</b>	<p>Courteous and efficient telephone manner</p> <p>Professional appearance and manner</p> <p>Patient and diplomatic manner when dealing with parents</p> <p>Co-operative and supportive team player</p> <p>Enthusiasm and confidence with dealing with people</p> <p>Able to relate well with adults</p> <p>Able to maintain confidentiality at all times</p> <p>Able to relate well with children with a range of special educational needs Reliable, honest and efficient</p> <p>Commitment to Equal Opportunities</p>	
<b>Professional Development</b>	<p>Willingness to participate in training development</p> <p>Ability to take responsibility for own CPD</p> <p>Attendance on relevant training courses</p>	