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Person Specification**

Requirements	Essential	Desirable
Education		
GCSE English and Maths at Grade C or above, or equivalent		
Level 3 Qualifications		
Degree qualification		
Experience		
Successful experience of working with young people, either paid or voluntary.		
Knowledge and skills		
A wide range of ICT skills, e.g., word processing, email, internet		
Aptitudes		
<ul style="list-style-type: none"> To be able to develop a good rapport with young people, parents and colleagues A personal commitment to safeguarding and promoting the welfare of young people To be aware of confidentiality at all times in relation to paperwork, conversations and discussions Ability to keep calm under pressure and use tact and diplomacy To be highly organised, with a methodical approach to work Ability to manage own workload and work independently when required To be capable of working to deadlines and willing to be flexible Willingness to learn new skills, and develop with the job Effective written and verbal communication skills To undertake specific training relating to development of the role, and to be willing to share best practice with colleagues Flexibility to participate in school events which may be 	         	

<p>outside the normal working day</p> <ul style="list-style-type: none">• To acquaint yourself with the school's policies, and follow procedures and guidelines• Excellent telephone manner• Ability to work as part of a team• Able to cope with change• To participate in the school's Appraisal process	     	
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