

Personal attributes required based on Job Description <i>Essential requirements are those without which an applicant will not be considered for appointment.</i>	Essential (E) Or Desirable (D) Criteria
Qualifications: <ol style="list-style-type: none"> 1. A Level/Level 5 qualification OR equivalent experience. 2. Business Management/Administrative qualification 	<p>E</p> <p>D</p>
Experience: <ol style="list-style-type: none"> 1. Demonstrable experience of working in a senior administration or operations-based role. 2. Demonstrable experience of effectively line managing a small -medium team. 3. Experience of leading a service(s) and delivering impactful and successful improvements. 4. Demonstrable experience of working in a customer facing role and delivering excellent standards of customer service. 5. Demonstrable experience of dealing with matters confidentially and sensitively. 6. Experience of working within a role in the Education/Multi-Academy Trust sector. 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p>
Knowledge: <ol style="list-style-type: none"> 1. Knowledge of best practice, effective and efficient administration and operations management. 2. Up to date knowledge of Health and Safety Legislation 3. Up to date knowledge of the General Data Protection Regulation 4. Up to date knowledge of Safeguarding legislation 5. Up to date knowledge of education sector specific legislation. 	<p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p>

Skills and Abilities:

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| 1. Excellent written and verbal communication skills with a strong ability to present information to others in an appropriate, structured, clear and concise way. | E |
| 2. Strong interpersonal skills including active listening and showing empathy, and emotional intelligence in communication. | E |
| 3. Excellent ability to provide support yet challenge to a team as a line manager to enable a happy and high performing team. | E |
| 4. Excellent ability to work accurately and with attention to detail. | E |
| 5. Excellent ability to take and type comprehensive and accurate notes/minutes. | E |
| 6. The ability to use strong judgement, problem solving skills and initiative to provide information and support and to recognise where issues may need to be referred or escalated. | E |
| 7. Excellent ability to independently plan, organise and prioritise a busy workload and that of a team. | E |
| 8. The ability to work flexibly and respond to change on a daily basis. | E |
| 9. The ability to work effectively and contribute positively in a team. | E |
| 10. As a leader, have the ability to inspire, develop and support the team; as well as managers across the trust to achieve successful outcomes. | E |
| 11. The ability to demonstrate professional behaviour at all times, remaining calm in potentially sensitive or difficult situations. | E |
| 12. Ability to be resilient in response to challenge to secure successful outcomes. | E |
| 13. The ability to work with professional confidence, integrity and consistency to maintain trust and assurance in the reputation the academy and trust. | E |
| 14. Strong analytical and interpretative skills. | E |
| 15. Effectively able to risk assess situations to provide practical answers. | E |
| 16. The ability to use Microsoft Office at an excellent level. | E |
| 17. Dealing with matters with respect, confidentiality and sensitivity. | E |
| 18. To deliver pride, excellence and ambition in work through a positive, pro-active can do attitude. | E |

19. The ability to act as a role model to encourage and promote non-discriminatory behaviour and sustain strong equality and diversity in the workplace	E
20. The ability to achieve strong and positive working relationships and to use negotiation skills to achieve a successful outcome.	E
21. To work with an outward mindset and ensure helpfulness in your approach to finding solutions.	E
22. The ability to communicate with staff, students and visitors politely and in a professional manner, remaining calm in sensitive or challenging situations.	E
23. Ability to be adaptable when required	E
24. Maintain confidentiality at all times	E
25. Ability to provide general clerical support with accuracy and meet deadlines	E
26. Analytical skills for monitoring and analysis of attendance data or budgets	E
Other Attributes	
1. Evidence of continued professional development	D