

## Person Specification

**POST: Student Services**

**This post is to provide an outstanding receptionist service to all students at the College ensuring all their needs are met and redirected where necessary.**

ATTRIBUTE	ESSENTIAL	How identified*	DESIRABLE	How identified*
<b>Qualifications and Training</b>	Formal qualification in administration eg typing or business administration	A, I	Typing speed – 50+ wpm.	A, I
	Thorough and accurate understanding of English Language and Grammar.	A, I		
	English and Maths GCSE or equivalent – level C or above.	A, I		
<b>Experience</b>	Previous experience of being the first point of contact for students, understanding their needs and handling a diverse range of enquiries.	A, I, R	Experience of working in educational establishment.	A, I, R
	Substantial administration experience with regards to data inputting.	A, I, R		
	Experience of employment in an office administration role.	A, I, R		
	Experience of working in a customer facing role including handling a wide range of enquiries particularly by telephone and e mail.	A, I, R		
	A proven track record of successfully balancing conflicting priorities and meeting external agency deadlines.	A, I, R		
	Demonstrable experience of successfully building and managing effective relationships with stakeholders, internally and externally at all levels.	A, I, R		
	Experience of using school database package eg SIMS.	A, I, R		
<b>Ability, Skills and Knowledge</b>	Excellent communication skills.	A, I, R	Experience of compiling a census or an equivalent compilation of report data for external use.	A, R
	Excellent telephone manner and student focused approach to provide an outstanding service.	A, I, R		
	Word processing.	A, I, R		
	Office skills / secretarial duties.	A, I, R		

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ATTRIBUTE	ESSENTIAL	How identified*	DESIRABLE	How identified*
	Knowledge of MS Office software, specifically Word and Excel.	A, I, R		
	Excellent interpersonal skills with students, parents and staff.	A, I, R		
<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, considerate and empathetic.</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>	A, I, R		
<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>	A, I, R		

**Key to how identified: A = Application R = Reference I = Interview**