**Person Specification**

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| **CATEGORY/ITEM** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications, Knowledge & Experience** |  |  |
| * Numerate and literate with some experience of working within a busy environment * Experience of administration support * Basic Health and Safety awareness * Competent use of Microsoft applications including Word, Excel and Outlook * Previous school experience * Understanding of Special Educational Needs provision and processes | X  X  X  X | X  X |
| **Skills, Abilities and Personal Qualities** |  |  |
| * Excellent administrative ability, accuracy of work and clear attention to details * Ability to deliver excellent customer service * Good organisational and time management skills * Ability to listen closely to students, parents, visitors and staff * Excellent communication skills both verbally and in writing * Ability to empathise * Ability to manage own emotions and display professional conduct at all times * Ability to effectively resolve complaints and diffuse situations of conflict * Ability to use own initiative and work effectively on your own and within a team * Flexible approach to work and working hours * Ability to deal positively with organisational change | X  X  X  X  X  X  X  X  X  X |  |
| **Suitability to work with children** |  |  |
| * Enhanced DBS clearance is required for this position | X |  |