**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
 | XXXX  | XX |
| **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
 | XXXXXXXXXX |  |
| **Suitability to work with children** |  |  |
| * Enhanced DBS clearance is required for this position
 | X |  |