



PERSON SPECIFICATION – Trust Business Support Officer

KNOWLEDGE CRITERIA	Evidenced By
<p>Essential</p> <ul style="list-style-type: none"> • Prior experience of working with Microsoft Office applications and carrying out administrative tasks using software applications • Prior business admin/HR experience • Experience of working in a customer facing role <p>Desirable</p> <ul style="list-style-type: none"> • Previous administration support role in Education • Spreadsheet applications 	<ul style="list-style-type: none"> • Application • Certificates • Interview
QUALIFICATIONS CRITERIA	
<p>Essential</p> <ul style="list-style-type: none"> • Maths GCSE Level 4 or above (or equivalent) • English GCSE Level 4 or above (or equivalent) • Good standard of general education <p>Desirable</p> <ul style="list-style-type: none"> • Relevant NVQ Level 3 and above in School Business Management, HR and/or Administration or any further qualifications relevant to the job description 	<ul style="list-style-type: none"> • Application • Certificates
SKILLS & ABILITIES	
<p>Essential</p> <ul style="list-style-type: none"> • Ability to work as part of a team or on own initiative • Good communicator and listener with the ability to build relationships with all members of the school community and external service providers • Task focussed and organised • Able to follow plans of action and instruction • Ability to work to high standards/expectations • Good numeracy skills with high levels of accuracy • Aptitude to learn quickly under training and supervision • Excellent standard of written and oral communication – good telephone manner and interpersonal skills • Passion for excellent customer service • Flexibility and willingness to adapt to changing job role and requirements • “Can do” attitude • Ability to manage and prioritise workload and to meet deadlines • Understanding of integrity, consistency and confidentiality • Willingness to undertake further training and development if appropriate <p>Desirable</p> <ul style="list-style-type: none"> • Additional office skills and abilities • Customer facing office experience 	<ul style="list-style-type: none"> • Application • Interview • References

PERSONAL QUALITIES	Evidenced By
<p>Essential</p> <ul style="list-style-type: none"> • Ability to relate to staff, pupils, parents, service suppliers and school community • A commitment to the ethos of the Trust • Good interpersonal skills at all levels • Confident personality with smart and professional appearance and manner • Punctual and reliable • Versatile and flexible attitude • Team player • Set high standards for work and self • Patience, resilient, ability to stay calm • A sense of humour • Has integrity and respects confidentiality 	<ul style="list-style-type: none"> • Application • Interview • References
	June 2022