

## PERSON SPECIFICATION – Front of House Admissions Officer

|                                      | ESSENTIAL  | DESIRABLE   |
|--------------------------------------|--|---|
| <b>Qualifications and Training</b>   | <p>Thorough and accurate understanding of English Language and Grammar.</p> <p>English and Maths GCSE grade 5 or above (or equivalent).</p>  | <p>Experience working as First Aider</p> <p>Formal qualification in administration eg typing or business administration</p>     |
| <b>Experience</b>                    | <p>Previous experience of being first point of contact for parent/visitor enquiries understanding their needs and handling a diverse range of enquiries.</p> <p>Experience of working in a customer facing role including handling a wide range of enquiries particularly by telephone and e mail.</p> <p>A proven track record of successfully balancing conflicting priorities and deadlines.</p> <p>Demonstrable experience of successfully building and managing effective relationships with stakeholders, internally and externally at all levels.</p>   | <p>Experience of working in an educational establishment.</p> <p>Experience of employment in an office administration role.</p> |
| <b>Ability, Skills and Knowledge</b> | <p>General admin skills / secretarial duties.</p> <p>Knowledge of MS Office software, specifically Word.</p> <p>Excellent interpersonal skills with students, parents and staff.</p> <p>Excellent telephone manner and customer focused approach to provide an outstanding service.</p> <p>Good Communication Skills in English</p>  | <p>Knowledge of education database packages, e.g. Pupils Asset and/or Bromcom</p>   |
| <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, empathetic and sensitive to students' diverse needs.</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> </ul> |   |

|                     | ESSENTIAL  | DESIRABLE |
|---------------------|--|-----------|
|                     | <ul style="list-style-type: none"> <li>Have a good sense of humour.</li> </ul>   |           |
| <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> |           |

**The Four Cs MAT is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment. All appointments involve regulated activity and are subject to an Enhanced DBS disclosure and two successful references. Online searches are carried out on all shortlisted candidates.**