

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* |
|--------------------------------------|---|-----------------|--|-----------------|
| Qualifications and Training | 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 | | |
| Experience | 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 | | |
| Ability, Skills and Knowledge | 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. Excellent interpersonal skills with students, parents and staff. | A, I, R A, I, R | | |
| Personal Skills and Qualities | Candidates should be able to provide evidence that they: <ul style="list-style-type: none"> • Are enthusiastic in approach and adaptable to changes and developments within a fast paced workplace. • Are discreet and have the ability to maintain confidentiality. • Are approachable, considerate and empathetic. • Are confident and able to use initiative. • Have the ability to prioritise conflicting workloads, remaining calm under pressure. • Have excellent communication skills – both written and verbal. • Have a desire for high standards of work and a consistently high standard of personal presentation. • Are able to demonstrate excellent interpersonal and organisational skills. • Are able to build and maintain effective relationships. • Can demonstrate effective teamwork skills. • Have a willingness to work flexibly to meet deadlines. • Have a good sense of humour. | A, I, R | | |
| Safeguarding | The ability to safeguard and promote the welfare of children and young people <ul style="list-style-type: none"> • Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people whatever their life circumstances • Has a good understanding of the safeguarding agenda • Can demonstrate an ability to contribute towards a safe environment • Shows a personal commitment to safeguarding | A, I, R | | |

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