

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.	A, I, R		
	Excellent interpersonal skills with students, parents and staff.	A, I, R		
Personal Skills and Qualities	<p>Candidates should be able to provide evidence that they:</p> <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	<p>The ability to safeguard and promote the welfare of children and young people</p> <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