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| --- | --- | --- |
| **Administrator: Person Specification** | | |
| **Education and Qualifications** | **Criteria** | **Assessment** |
| Attainment of GCSE grade C or above in Maths and English (or able to demonstrate equivalent numeracy and literacy skills to a level 2 standard of education) | E | A, I |
| Formal qualification in administration eg typing or business administration | D | A, I |
| **Experience** | **Criteria** | **Assessment** |
| Experience of working in a team | E | A,I |
| Experience of working in a customer facing role including handling a wide range of enquiries particularly by telephone and email. | E | A,I |
| Previous experience of being the first contact for students, understanding their needs and handling a diverse range of enquiries. | D | A,I |
| **Knowledge and Skills** | **Criteria** | **Assessment** |
| Knowledge of MS Office software | E | A,I |
| Knowledge of school database package eg SIMS | D | A,I |
| Ability to mail merge | D | A,I |
| **Personal Qualities** | **Criteria** | **Assessment** |
| Are able to demonstrate excellent Interpersonal and organisational skills | E | A, I |
| Excellent telephone manner and customer focused approach to provide an outstanding service. | E | A, I |
| Self-motivated and able to work constructively as part of a team | E | A, I |
| Discreet and have the ability to maintain confidentiality | E | I |
| Have the ability to prioritise conflicting workloads, remaining calm under pressure. | E | A, I |
| Have a desire for high standards of work and a consistently high standard of personal presentation. | E | I |

**Criteria Key Assessment Key**

**E Essential A Application Form**

**D Desirable I Interview**

*Care and respect for others are the values that lie at the heart of our Trust. The Trust is an Equal Opportunities employer and is committed to safeguarding and promoting the welfare of young people. It expects all staff to share this commitment. All posts working with children and young people will be subject to an enhanced disclosures barring service check.*