

Person specification: Student Services Officer

Qualifications and training <i>Evidenced through: Application</i>	Essential	Desirable
National qualifications level 3+ or equivalent in numeracy and/or communication	✓	
Higher relevant qualification		✓

Experience/employment record <i>Evidenced through: Application/ Interview/ References</i>	Essential	Desirable
Experience of working with vulnerable young people		✓
Successful experience of administrative work in a busy school environment or equivalent	✓	
Working knowledge of general school policies and procedures		✓
Strong verbal & written communication skills	✓	
Ability to carry out allocated tasks under the supervision of our SENDCo lead	✓	
Ability to work within set guidelines and respond to unexpected circumstances	✓	
Ability to cope with exposure to emotionally demanding situations	✓	
Ability to work effectively as part of a team or as an individual	✓	
Ability to prioritise workloads and have excellent time management and organisational skills	✓	
Ability to monitor, control and keep records according to the requirements of the school	✓	
Excellent interpersonal and communication skills	✓	

Ability to establish positive relationships with staff members at all levels and external agencies	✓	
Be confident in the use of email and database programs	✓	
Experience of acting as reception/front of house within a busy environment		✓
Knowledge of SEND policies and procedures		✓
Knowledge of KCSIE regarding school visitors		✓
First Aid Training (training will be provided if required)		✓
Administering Medicines in Schools training (training will be provided if required)		✓

Personal qualities <i>Evidenced through: Application/Interview/References</i>	Essential	Desirable
Punctual	✓	
Approachable and empathetic	✓	
Excellent attention to detail	✓	
Flexible and enthusiastic	✓	
Ability to be self-motivating	✓	
Resourceful, creative and enthusiastic	✓	