

PERSON SPECIFICATION

JOB TITLE: Administrator

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and Training	Hold GCSE Grade C or above (or equivalent) in English & Maths Good office / keyboard skills. Literacy and numeracy skills High level ICT skills, with advanced skills in relevant areas (spreadsheets/Excel type systems) including all MS Office packages and information management systems.	Good experience working in a school environment (ideally at least three years' experience). Good knowledge and experience of MIS systems preferably Arbor.
Competence Summary (Knowledge, abilities, skills, experience)	Experience which demonstrates the ability to provide guidance, advice, instruction, support, training and motivation to team members in delivering a complex administrative service. Experience which demonstrates the ability to contribute to the development of specific aspects of service provision / operations of the work group. High standard of communication skills, evidenced by experiences of dealing with colleagues, clients/customers, the general public at all levels to assess and solve operational procedures. In communication, ability to assess any given situation and to respond in the appropriate manner, both verbally and in writing.	Relevant experience of work in a busy reception environment and office administration. Experience of working in a learning environment. Knowledge of education policies/codes of practice and awareness of relevant legislation. Experience of staff supervision, proven competency in supervisory management. Developing new systems and procedures in line with best practice. Experience and/or knowledge of administration quality assurance / audit systems. Ability to understand application of equal opportunities in a public service environment.

	Ability to manage time effectively, organise & prioritise personal and team workload to ensure team objectives are fulfilled. Understanding and knowledge of effective data management strategies Experience of the establishment and maintenance of record systems. Good understanding of and ability to use relevant technology, equipment and ICT packages. Excellent Customer Service Skills Able to work constructively as part of a team and work on own initiative.	
Work-related Personal Requirements	Ability to multi-task under pressure Suitability to work with children/young people. Able to communicate well, both orally and in writing, with others, including young people and other adults. Remain calm in challenging and pressurised situations. Work well independently and as part of a team. Plan time effectively and meet deadlines. Strong commitment to equality of opportunity Strong commitment to own continuing professional development and learning and that of others. Conveys high professional standards and a strong sense of personal fulfilment and achievement.	

	Positive outlook and approach.	
	Ability to maintain strict confidentiality of information received and processed as part of the job role. Fluency Duty - The ability to converse at ease with pupils, parents and other users of the service and provide advice in accurate spoken English.	

