

Criteria	Essential	Desirable
Qualifications & Training	Good standard of education (e.g. GCSEs including English and Maths); willingness to undertake safeguarding training	Administrative qualification (e.g. NVQ Level 2/3 or equivalent)
Experience	Administrative experience in a busy office; maintaining accurate records; liaising with parents/carers and stakeholders	Experience in a school environment; experience with pastoral/behaviour/attendance systems
Knowledge & Understanding	Understanding of confidentiality and GDPR; awareness of safeguarding in schools	Knowledge of pastoral systems; familiarity with school MIS systems (e.g. SIMS, Arbor, Bromcom)
Skills & Abilities	Strong organisational skills; excellent communication; accurate record-keeping; IT proficiency (ideally Google); ability to handle sensitive information; strong interpersonal skills; ability to work independently and as part of a team; problem-solving skills	
Personal Attributes	Professional, calm, and approachable; high integrity and confidentiality; flexible and adaptable; committed to student wellbeing; reliable and well-organised	
Other Requirements	Enhanced DBS (or willingness to obtain); commitment to safeguarding and promoting welfare of children	