

PERSON SPECIFICATION Exams & Data Officer – Grade 9

	Essential	Desirable
Knowledge and Understanding		
Ability to communicate complex issues effectively by telephone, in writing, e-mail and in person	✓	
Methodical and organised approach to tasks, with an eye for detail	✓	
Ability to work calmly under pressure, prioritising competing demands effectively and to meet deadlines	✓	
Initiative, flexibility and ability to handle change	✓	
Good problem solving skills and ability to use initiative	✓	
Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time		✓
Developed communication skills and good interpersonal skills	✓	
Able to perform tasks efficiently and accurately but also able to use initiative when appropriate	✓	
Ability to work alone, as well as working co-operatively as a team member	✓	
Committed to delivering a high quality service	✓	
Ability to produce accurate written summaries of meetings, events and conversations	✓	
Skills and Experience		
Previous experience of working in a data management or administrative role requiring attention to detail.	✓	
Experience of working in an educational environment	✓	
Previous Exams officer experience	✓	
Front line service (visitor/telephone) experience	✓	
Experience of handling data and statistics	✓	
Use of Google apps for Education or Google docs, sheets etc		✓
Experience of inputting and retrieving data from ICT based record systems	✓	
Proven ability to work effectively to deadlines	✓	
Qualifications and Knowledge		
English Language and Mathematics Grades 9-4 (or A*-C)	✓	
ECDL or formal training in relevant software packages		✓
NVQ2 or equivalent in Administration	✓	
Knowledge of exam board procedures and qualifications	✓	
NVQ 2 or equivalent in Customer service		✓
Knowledge and understanding of the school census		✓
Knowledge of school management systems (eg SIMS, Bromcom etc)		✓
Health and Safety		

Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions	✓	
Cooperate with the employer on all issues to do with Health, Safety and Welfare	✓	
First Aid Training		✓
Personal qualities		
To be discreet, confidential and reliable	✓	
To be able to coordinate and prioritise workload	✓	
Effective communication skills	✓	
To maintain a calm approach under pressure and when managing difficult conversations with students and parents/carers	✓	
To be able to use initiative and work in an environment with interruptions responding in a calm way with a positive 'can do' attitude	✓	
To understand professional boundaries when working with individuals and families	✓	
To have the ability to prioritise workload in a constantly changing working environment	✓	
To communicate effectively with all staff, students, parents/carers and external agencies	✓	
To obtain/give information in a courteous and succinct way	✓	
Ability to work independently and be assertive	✓	
To be able to handle sensitive and emotionally demanding subject matter and recognise the need for support when required	✓	
Be smart in appearance, to promote the image of the academy effectively	✓	
To be flexible in undertaking work and adaptable to changing routine and procedures	✓	
Use initiative in dealing with enquiries	✓	
To have a positive attitude to work	✓	
Resilient	✓	
Strong commitment to resolving issues in a restorative manner	✓	
Committed to personal and professional development and the capacity to reflect and learn from experiences	✓	
Continuing Professional Development		
Participate in an induction programme	✓	
Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available	✓	
Maintain up to date knowledge by attending relevant updates and training in respect of attendance, welfare and safeguarding legislation/practice	✓	
Contribute to the Performance Management process where appropriate	✓	
Take responsibility for your own professional development as it pertains to effective deployment of your role	✓	