



# BIRCH HILL

## PRIMARY SCHOOL AND NURSERY

### PERSON SPECIFICATION

## Operations Officer

### Qualifications, training and education

- NVQ Level 2 or equivalent.
- First Aid qualification or willingness to undertake training.
- Safer recruitment training or willingness to undertake training.

### Skills and abilities

#### Organisation and planning

- Exceptional organisational and planning skills to support the smooth running of school operations.
- Ability to prioritise workload and manage conflicting demands within tight deadlines.
- Strong attention to detail when managing administrative information, records and processes.
- Experience of working within a busy and diverse environment.
- Experience of working in a similar setting, desirable but not essential.
- Experience and/or knowledge of schools or education finance, HR and wider education administration, desirable but not essential.

#### Communication

- Excellent written and oral communication skills for use with a range of internal and external stakeholders.
- Ability to relate appropriately to students, parents, carers and visitors.
- Ability to identify people's needs quickly and respond to enquiries effectively.
- Highly developed interpersonal and motivational skills.
- Experience of working with a range of internal and external partners.
- Tact, diplomacy, confidentiality and sensitivity when handling information and relationships.

#### Technical skills

- Bromcom and/or PS Financials experience, desirable but not essential.



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#### Personal qualities

- Stamina and a sense of humour.
- Ambition and aspiration for self and others, with willingness to learn and develop personal skills.
- Flexible approach to work.
- Reliability and sense of responsibility.

#### Line Management

- Demonstrate empathetic leadership of your team
- Confident in holding difficult, sensitive or challenging conversations with team members.
- Approachable and flexible, with good listening skills to support managing and co-ordinating a team.

#### Requirements specific to the role

- All staff and volunteers are expected to be committed to safeguarding, equality and promoting the welfare of children and young people.
- To ensure awareness of local safeguarding policies and procedures and to report any concerns or information received as required.
- Suitability to work with children.
- Enhanced DBS check with Children's Barred List check.
- Awareness of policies and procedures relating to safeguarding, health and safety, confidentiality and data protection.
- Awareness of data protection and GDPR expectations, including appropriate reporting of data breaches.
- Ability to support compliance expectations relating to first aid provision, incident reporting and school policies.
- Willingness to attend training, updates and network meetings appropriate to the role.