



Personal Specification – General Administration Officer

Criteria	Essential	Desirable
Qualifications	GCSEs (or equivalent) in English and Maths)	Education based qualification at level 3 •Further relevant training and/or qualifications in special educational needs.
Experience	Experience working in an office environment dealing with complex office procedures, preferably within an education setting, including the use of IT based and database systems Experience handling confidential information in line with GDPR	Experience working in a school or educational setting Experience supporting events and workshops Familiarity with EHCP processes and SEN administration Experience with Agrezzo and Inventory systems. Experience of working with SEN students of all ages. Working with students from a variety of cultural backgrounds.
Skills	Strong organisational skills and ability to manage multiple tasks Excellent written and verbal communication skills Ability to work accurately with attention to detail Competent in Microsoft Office (Word, Excel, Outlook) Ability to prioritise workload and meet deadlines Ability to work independently and as part of a team	Knowledge of SchoolCloud or similar booking systems. Knowledge of Arbor or similar MIS systems Familiarity with EHCP processes and SEN administration. Experience supporting parent events and workshops



	Professional and courteous manner when dealing with parents, staff, and visitors	
Knowledge	<p>Understanding of safeguarding and child protection responsibilities</p> <p>Awareness of health and safety requirements in a school setting</p> <p>Basic knowledge of financial processes (e.g., ordering, invoicing)</p>	Understanding of equality and diversity principles
Personal Attributes	<p>Reliable, flexible, and adaptable</p> <p>Commitment to the ethos and values of Penn Fields School</p> <p>Ability to maintain confidentiality</p> <p>Positive attitude towards professional development</p>	
Other requirements	<p>Support a trauma informed approach with communication and interactions with others.</p> <p>Be committed to staff development. Awareness, understanding and commitment to equal opportunities</p>	