



PERSON SPECIFICATION

Administrative Support Assistant

Qualifications, training and education

- Minimum of two years' experience working in an administrative role, preferably within a customer service environment.
- First aid qualification desirable.

Skills and abilities

Communication

- Ability to communicate professionally and effectively with a range of stakeholders, both verbally and in writing, supporting positive stakeholder engagement and effective school communication.

Organisation and planning

- Ability to organise and prioritise workload and respond appropriately to changing demands and deadlines, supporting the smooth and efficient operation of administrative services.
- Ability to identify stakeholder needs quickly and respond appropriately to queries, supporting timely and effective customer service.

Technical skills

- Working knowledge of Microsoft Office applications, particularly Word and Excel, to support accurate and efficient administrative processes.
- Knowledge of Bromcom or other Management Information Systems (MIS) desirable, supporting effective management of school information.

Personal qualities

- Ability to demonstrate reliability, tact, diplomacy, confidentiality and sensitivity when handling information and interacting with stakeholders, supporting professional relationships and the secure handling of information.



PERSON SPECIFICATION

- Ability to work independently while contributing effectively as part of a team, supporting consistent administrative provision across the school.
- Ability to demonstrate a flexible approach to working and a commitment to ongoing professional development through self-evaluation and learning from others, supporting adaptability and continuous improvement.

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.
- Ability to comply with Trust and school policies and procedures, including those relating to safeguarding, health and safety, equality, behaviour and data protection, supporting a safe, inclusive and compliant school environment.
- Commitment to supporting the Trust's values and ethos and contributing to a professional, inclusive and safe working environment.