



ARTHUR MELLOWS VILLAGE COLLEGE



PERSON SPECIFICATION ADMINISTRATOR

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Formal qualification in administration e.g. typing or business administration	✓	
Thorough and accurate understanding of English Language and Grammar	✓	
English and Maths GCSE or equivalent – level C or above	✓	
EXPERIENCE		
Substantial administration experience	✓	
Experience of employment in an office administration role	✓	
Experience of working in a customer facing role including handling a wide range of enquiries particularly by telephone and email	✓	
Experience of servicing meetings and events including hospitality, room booking, resources etc.	✓	
A proven track record of successfully balancing conflicting priorities and deadlines	✓	
Demonstrable experience of successfully building and managing effective relationships with stakeholders, internally and externally at all levels	✓	
Previous experience of being first point of contact for the general public and handling a diverse range of enquiries in a professional manner	✓	
Experience of working in educational establishment		✓
Diary management experience		✓
KNOWLEDGE AND SKILLS		
Excellent communication skills	✓	
Excellent telephone manner and customer focused approach to provide an outstanding service	✓	
Word processing	✓	
Ability to mail merge	✓	
Office skills / secretarial duties	✓	
Knowledge of school database package, e.g. Bromcom		✓
Knowledge of MS Office software, specifically Word and Excel	✓	
Excellent interpersonal skills with parents, students and staff	✓	
DISPOSITION		
Enthusiastic in approach and adaptable to changes and developments within a fast paced and ever changing workplace	✓	
Ability to maintain confidentiality	✓	
Approachable and empathetic	✓	
Confident and able to use initiative	✓	
Ability to prioritise conflicting workloads, remaining calm under pressure	✓	
Excellent communication skills – both written and verbal	✓	
Desire for high standards of work and a consistently high standard of personal presentation	✓	

Able to build and maintain effective relationships	✓	
Demonstrate effective teamwork skills	✓	
Willingness to work flexibly to meet deadlines	✓	
Good sense of humour	✓	
SAFEGUARDING		
Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people whatever their life circumstances	✓	
Can demonstrate an ability to contribute towards a safe environment	✓	
Has a good understanding of the safeguarding agenda	✓	
Shows a personal commitment to safeguarding	✓	

We reserve the right to close the job advert early should we receive a high number of applications. If you have previously applied for this role in the past 6 months, please do not reapply.

All appointments involve regulated activity and are subject to an Enhanced DBS disclosure with children's barred list check and two successful references. Online searches are carried out on all shortlisted candidates.