

Person Specification Admissions and Information Specialist

Part A

The following criteria (experience, skills and qualifications) will be used to shortlist at the application stage.

Essential

1. Experience of leading on the development of customer focussed policy, process, procedures and systems
2. Excellent interpersonal, written and oral communication skills
3. Customer focus and ability to deal with customers empathetically and develop effective relationships
4. Ability to manage challenging and confrontational behaviour
5. Excellent ICT skills including Excel
6. Experience of statistical analysis and report writing
7. Ability to use your own initiative to prioritise workload and manage competing deadlines
8. Suitability to work with client group

Desirable

1. Relevant experience of Capita One application
2. Relevant experience of Open Objects software
3. Prior experience of website development and content management
4. Knowledge of school admissions legislation

Part B

The following criteria will be explored further at the interview stage.

- Approach to developing customer focussed policies, procedures and systems
- ICT skills and experience
- Communication and interpersonal skills
- Customer focus
- Approach to team work
- Organisational skills
- Analytical skills
- Commitment to equality of opportunity