

## Support Services Manager

Person Specification for the post of Support Services Manager

	Essential	Desirable	How Identified
<b>Qualifications and Training</b>	1. NVQ 3 in Business Administration or equivalent qualification in a relevant discipline (or working towards)	2. Certificate of School Business Management 3. Further professional development	1.-3. Qualifications check and letter
<b>Experience</b>	1. Working in an office environment at senior level 2. Organising, leading and motivating other staff 3. Developing, managing and operating clerical/ administrative/financial and organisational systems. 4. Experience of managing other staff	5. Proven experience of working in a school office environment	1.-7. Application form/letter 1.-7. References 1.-7. Interview
<b>Skills, Knowledge and Aptitudes</b>	1. Excellent literacy/numeracy skills 2. Competent in the use of ICT packages including word-processing and excel 3. Ability to use relevant office equipment effectively. 4. Communicates well orally and in writing at all levels 5. Able to plan, organise and prioritise	6. Knowledge of school information systems e.g. SIMS or equivalent	1.-7. Application form/letter 1.-7. References 1.-7. Interview
<b>Personal qualities</b>	1. Willingness to learn 2. Ability to initiate developments 3. Ability to work under pressure 4. Embraces change well 5. Deals with difficult situations effectively		1.-8. Application form/letter 1.-8. References 1.-8. Interview



	6. Able to develop effective working relationships with all external partners		
	7. Empathy with the school ethos		

