

**Person Specification  
Attendance, Destination and  
Progression Officer**



**Part A**

The following criteria (experience, skills and qualifications) will be used to assess your application:

**Essential**

- Experience of effectively operating a range of IT systems.
- Experience of prioritising, decision making and evidence of working effectively as part of a team.
- Able to communicate clearly and effectively in writing and on the phone
- Experience of dealing effectively with difficult customers.
- Able to interpret and analyse statistical data
- Ability to write reports as and when required
- Experience of accurate data input
- Demonstrate a positive attitude towards change.
- NVQ Level 2 in Information, Advice and Guidance or a commitment to achieving this within 12 months of taking up the post

**Desirable**

- Good telephone manner and ability to build rapport with customers

**Part B**

The following criteria will be explored at the interview stage

- Commitment to equalities and diversity in employment and service delivery.
- Committed to high standards of customer service.
- Effective oral communication skills.

**Additional requirements**

The hours to be will be Monday to Wednesday 0830 – 1600 and Thursday 1500 – 2000 in the first instance.