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|  | **ESSENTIAL** | **DESIRABLE** | **HOW IDENTIFIED** |
| **QUALIFICATIONS** | * Good typing/word processing skills – up to RSA II or equivalent * Ability to use Microsoft Office – Word, Excel and G-mail (e-mail) * Good general education – particularly English and Maths * Clean Driving licence | * Knowledge of using a School Information Management System (training will be given) | Application |
| **RELEVANT**  **EXPERIENCE** | * Working in a school or similar environment * Dealing with matters of a confidential and sensitive nature * Customer service - gaining as much information as possible from telephone calls and screening unnecessary contacts | * Knowledge of Safeguarding legislation | Application  References  Interview |
| **SKILLS AND KNOWLEDGE** | * To be able to maintain confidentiality at all times * Ability to work independently and use initiative * Ability to prioritise workload and undertake whatever task is required - some of which may be out of the office * To ensure that information needing to be passed on to staff/pupils is done so and acted on * Ability to multitask | * An awareness of the needs and characteristics of children with special educational needs * First Aid training | Application  References  Interview  Task |
| **PERSONAL**  **QUALITIES** | * Common sense * Sense of humour * Good organisational skills * Empathy * Patience * Good telephone manner * Adaptability and flexibility * Ability to take initiative or seek advice as appropriate * To be able to work as part of a team * Good attention to detail and pride in work |  | References  Interview |



Nunnykirk

**Strive, Care, Achieve**

**Personal Specification – Administration Officer**