**Sedgefield Community College**

**Attendance Promotion Officer / Cover Administrator Person Specification/Selection Criteria**

Please ensure that you read the person specification carefully as this will be used to assess candidates as part of the shortlist and interview process.

**Essential** to carryout role minimum required standard

**Desirable** but not essential to carryout role.

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| **Qualifications** |  |  |
| 4 GCSE’s Grade A-C (including English and Mathematics or equivalent) | **🗸** |  |
| Applicable level 3 qualification (eg BTEC) | **🗸** |  |
| Customer service training  |  | **🗸** |
| Safeguarding training  |  | **🗸** |
| Equality and diversity training |  | **🗸** |
| First Aid qualification or willingness to undertake training | **🗸** |  |
| **Experience / Knowledge / Skills / Abilities** |
| Working experience or employment with relevance to education and young people. |  | **🗸** |
| Experience of working in a school environment. |  | **🗸** |
| Experience of student attendance management. |  | **🗸** |
| Confident user of MS Office (specifically Excel and Word) | **🗸** |  |
| Experienced user of SIMS (schools information management system) or a similar database. |  | **🗸** |
| Ability to effectively manage different priorities. | **🗸** |  |
| Experience of administrative work | **🗸** |  |
| Outstanding customer service and communication skills. | **🗸** |  |
| High level organisational skills. | **🗸** |  |
| Good interpersonal skills. | **🗸** |  |
| Ability to resolve conflict and deal sensitively with difficult situations. | **🗸** |  |
| Excellent communication skills and telephone manner | **🗸** |  |
| Experience as a team leader. |  | **🗸** |
| Good time management and organisational skills | **🗸** |  |
| Forward thinking, creative and innovative | **🗸** |  |
| Potential to develop skills further. | **🗸** |  |
| Willingness to contribute to the development of the role | **🗸** |  |
| Awareness of and interest in educational issues |  | **🗸** |
| **Equal Opportunities** |
| Commitment to equal opportunities | **🗸** |  |
| Ability to promote and support the school’s Equal Opportunities Policy | **🗸** |  |
| **Disposition/personal qualities** |
| Ability to work hard with competing deadlines, prioritising appropriately, and maintaining good humour | **🗸** |  |
| An ability to build supportive working relationships with colleagues, supporting team work and collaborative working | **🗸** |  |
| Calm, controlled manner in difficult situations | **🗸** |  |
| Ability to make well considered decisions under pressure. | **🗸** |  |
| Enthusiasm | **🗸** |  |
| Ability to liaise effectively at all levels on a wide range of matters | **🗸** |  |
| Smart appearance | **🗸** |  |
| Clear understanding of and respect for confidentiality | **🗸** |  |
| Positive attitude to personal development and training | **🗸** |  |
| Ability to work in a team and alone | **🗸** |  |

**In addition to candidates’ ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including:**

* **motivation to work with children and young people.**
* **ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
* **emotional resilience in working with challenging behaviours.**
* **attitudes to use of authority and maintaining discipline.**

***Sedgefield Community College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.***