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|  | Essential | Desirable |
| Experience and Knowledge | * Previous experience in a fast-paced administration role * To have a good working knowledge of Microsoft Office software in particular Outlook, Word, Excel, OneDrive and Teams * Excellent telephone manner and professional image for dealing with visitors to school * ICT skills to produce correspondence and reports as required | * Experience of using a School MIS system |
| Qualifications and Training | * Level 2 qualifications (5 GCE/GCSE Grade A\*-C or equivalent including English and Mathematics) or evidence of good literacy and numeracy skills * Commitment to continuing professional development |  |
| Skills and Abilities | * Resilient, with the ability to work calmly under pressure and to deadlines * Ability to organise own workload and work on own initiative * To work in an accurate and conscientious manner at all times * Excellent interpersonal skills and communication skills (both orally and in writing) * Warm and welcoming demeanour both in person and on the phone * A can-do attitude * Willingness to adapt to changing circumstances and new ideas * A solution-focused mindset * To communicate with students in a calm but firm manner, supporting students to achieve their best * Ability to work constructively as part of a team, understanding school roles and responsibilities and own position within these. |  |
| Other Factors | * A commitment to equal opportunities and safeguarding * To respect confidentiality at all levels * Willingness to attend key events out-of-hours as directed by SLT | * To have a good understanding of the education system, SEN and safeguarding policy and practice |