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PERSON SPECIFICATION

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| **Post Title:** | Business Support Assistant |

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|  | **Criteria** | **Category** | **How Assessed** |
| **Education & Qualifications** | * Literacy and Numeracy skills equivalent to Level 2 of the National Qualification & Credit Framework * Willingness to undertake first aid certificate * NVQ level 2 in Business Administration, or ECDL * First aid certificate | E  E  D  D | Application Form/Interview |
| **Knowledge & Experience** | * Experience of using computer packages for word processing, spreadsheets, databases, e-mails and researching information * Experience of undertaking a wide range of office based administration and clerical tasks, including financial procedures and responsibilities * Experience of handling cash * Experience of undertaking reception duties and providing high levels of customer care * Experience of team-working to work effectively with others and meet deadlines and goals * Experience of following instructions, procedures and policies * Experience of working within a school in an administrative/business support capacity * Understanding of the type of activities which take place within the school office and an appreciation of the administration needed to give effective support for the school * Understanding of data protection and the need to keep information confidential * Understanding why safeguarding is important when working with children and young people | E  E  E  E  E  E  D  D  E  E | Application form, interview and references |
| **Skills &**  **Abilities** | * Communication skills to deliver polite, courteous and efficient customer service, in person and over the telephone * Written communication skills to take accurate messages, passing them on to others and to take accurate minutes * Initiative to respond to unexpected problems using recognised procedures and policies as a guide * Organisational skills to work under pressure to complete tasks to deadlines, re-prioritising own work-load if necessary * Conscientious, reliable and punctual * Enthusiasm, drive and a passion for the job | E  E  E  E  E  E | Interview, selection exercises and references |
| **Work Circum-stances** | * Willingness and aptitude to continuously develop knowledge of the subject area and undertake further development opportunities * To work flexibly as the workload demands * Commitment to equal opportunities * Display an awareness, understanding and commitment to the protection and safeguarding of children and young people. | E  E  E  E | Interview and References |

E = Essential, D = Desirable

