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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
 | EEDD | 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
 | EEEEEEDDEE | 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
 | EEEEEE | 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.
 | EEEE | Interview and References |

E = Essential, D = Desirable

