



## PERSON SPECIFICATION

<b>JOB TITLE</b>	<b>School Secretary</b>		
<b>GRADE</b>		<b>JOB NO.</b>	
<b>DEPARTMENT/SECTION</b>	<b>Business Support</b>		

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS:</b>		
<ul style="list-style-type: none"> <li>• A minimum of 4 'GCSE 'or equivalent qualifications including Maths and English at Grade C or above</li> </ul>	√	
<b>EXPERIENCE:</b>		
<ul style="list-style-type: none"> <li>• Working in a front line, busy customer focused environment.</li> <li>• Working in a Reception area</li> <li>• Operating a switchboard.</li> <li>• Receiving incoming calls and passing onto the appropriate receiver.</li> <li>• Providing a service to the general public</li> <li>• General office administration experience</li> <li>• Purchase ordering</li> <li>• Using, setting up, maintaining and developing administrations systems</li> <li>• Using Microsoft Office Suite including Outlook</li> </ul>	√ √ √ √ √ √	√    √ √
<b>KNOWLEDGE &amp; SKILLS:</b>		
<ul style="list-style-type: none"> <li>• The ability to comply with policies and procedures related to child protection and health and safety.</li> <li>• Excellent communication skills in writing and orally at all levels</li> <li>• Able to develop good relations with external and internal customers, staff and visitors</li> <li>• Awareness of diversity issues and works in a positive non-discriminatory way.</li> <li>• Able to communicate effectively with external and internal customer and colleagues</li> <li>• Able to deal with conflicting demands e.g. answering the phone, dealing with visitors and taking a delivery.</li> <li>• Problem solving</li> <li>• Attention to detail in communication, organising and/or planning</li> <li>• Word processing and typing skills</li> <li>• Basic understanding of databases, Excel</li> </ul>	√ √ √ √ √ √ √ √ √	



APTITUDES:		
<ul style="list-style-type: none"> <li>• Engaging attitude with parents and staff members</li> <li>• Approachable, friendly, polite and professional</li> <li>• Reliable and Punctual</li> <li>• Competent telephone manner</li> <li>• Ability to work under pressure while maintaining a positive professional attitude</li> <li>• Quick and enthusiastic learner</li> <li>• Smart and tidy appearance</li> <li>• Must be polite with an excellent telephone manner</li> <li>• Ability to work as part of a team</li> <li>• Ability to work on own initiative</li> <li>• Ability to take accurate messages, follow up where necessary</li> <li>• Ability to accurately input information on a database</li> <li>• Flexible approach and a willingness to contribute to the success of the Business Support team, school team and community</li> </ul>	<ul style="list-style-type: none"> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> <li>√</li> </ul>	