

Person Specification for Office Clerk/Administrator

Key Criteria	Essential	Desirable	Evidence
Qualifications and training	<ul style="list-style-type: none"> ▪ Good general level of education, including GCSE Grade C or above in English Language, or equivalent ▪ Relevant clerical qualifications and/or several years' experience 	<ul style="list-style-type: none"> ▪ GCSE Grade C or above in Mathematics, or equivalent ▪ Willingness to undergo further training and development ▪ First Aid qualification 	Application/reference/interview
Experience	<ul style="list-style-type: none"> ▪ Previous experience of working in a busy office ▪ Excellent record of dealing with people 	<ul style="list-style-type: none"> ▪ SIMS Experience ▪ Experience of working in a high school 	Application/reference
Competence	<ul style="list-style-type: none"> ▪ Ability to provide a very high level of customer service ▪ Ability to work quickly, accurately and on your own initiative ▪ Ability to deal pleasantly and efficiently with enquiries at reception, and on the telephone, from staff, students, parents and other callers/stakeholders ▪ Ability to effectively prioritise tasks ▪ Ability to handle money accurately ▪ Excellent key board/computer skills ▪ Support the school's Purpose and Values ▪ Be absolutely trustworthy and dependable ▪ Find solutions not obstacles ▪ Ability to liaise with people on all levels ▪ Work constructively as part of a team: supporting colleagues, understanding school roles and responsibilities and your own position within these ▪ Effective use of specialist ICT packages ▪ Ability to self evaluate learning needs and actively seek learning opportunities ▪ Demonstrate a flexible, positive attitude to new initiatives 	<ul style="list-style-type: none"> ▪ A thorough working knowledge of all aspects of a busy school office/reception and the daily demands put upon it 	Application/interview
Personal qualities	<ul style="list-style-type: none"> ▪ Excellent with people ▪ Flexible ▪ Obliging ▪ Creative ▪ Efficient ▪ "No excuses" ▪ Team Player ▪ Positive attitude ▪ Insightful ▪ Reflective ▪ Enthusiastic ▪ Honest 	<ul style="list-style-type: none"> ▪ Great to work with 	Interview/references
Other Requirements	<ul style="list-style-type: none"> ▪ Good record of health and attendance ▪ Smart appearance 		References/interview