

Person Specification for Reprographics Assistant

| 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 ▪ Ability to present information to a variety of audiences | <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 ▪ Excellent key board/computer skills ▪ 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 ▪ 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 and the daily demands put upon it ▪ Knowledge and understanding of the School's Policies for Behaviour Management, Health & Safety, SEN and Equal Opportunities ▪ Ability to adapt to change and work under pressure | Application/interview |
| Personal qualities | <ul style="list-style-type: none"> ▪ Excellent with people ▪ Ability to be firm and fair in dealing with young 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 |