******Nene Park Academy**

# Student Support Advisor

# PERSON SPECIFICATION

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| **Specification** | **Essential** | **Evidence** |
| **Qualifications** | GCSE (Level 2) in English and Mathematics or 2 years relevant experience. | Application form & certificates  |
| **Skills/****Experience** | To be discreet, confidential and reliable.To have proven organisation skills – self and systems.Accuracy and attention to detail.Use computer systems to record information and generate reports.Inputting and generating accurate reports on MIS software systems.Co-ordinating and prioritising workload.Effective communication via telephone or on an inter-personal level to obtain/give information in a courteous way, and to resolve queries/filter callers where appropriate.  | References & interview |
| **Professional knowledge and understanding** | Word processing package & FilingAwareness of Data Protection Act.Broad understanding of structure and organisation of school MIS.Understanding of administration systems including filing and recording.Computer literacy, with skills in using software such as spreadsheets or similar and word processing.Prioritise and organise workload to meet deadlines, cope with interruptions and remain clam under pressure.Ability to empathise with and understand the needs of 11-19 year olds.Ability to maintain confidentiality of pupil information.Interpersonal skills, with the ability to build strong relationships with students, parents, staff, Understanding of the pastoral role within schools and the work of external agencies. | Application letter & interview |
| **Personal qualities** | To maintain a calm and measured approach and stay calm under pressure or in the presence of irate visitors and follow agreed guidelines for such situations, cope with interruptions and use initiative.To have the ability to prioritise workload in a constantly changing working environment.To communicate effectively with all staff, pupils, parents and outside agencies. To obtain/give information in a courteous and concise way.Ability to work independently and be assertive.Be smart in appearance, to promote the image of the school effectively.To be flexible in understanding work and adaptable to changing routine and procedures.Use initiative in dealing with enquiries.To have a positive attitude to work.Ability to inspire the confidence of students’ parents and colleagues.Willingness to ask for advice and support where necessary.Excellent attendance and punctuality record. | References & interview |