

**STUDENT SUPPORT ASSISTANT APPOINTMENT  
PERSON SPECIFICATION  
SWAVESEY VILLAGE COLLEGE**

Criteria	Essential or Desirable
<b>Qualifications</b>	
5 GCSE passes - or equivalent including English and Mathematics	D
Evidence of regular, relevant and recent personal development	D
<b>Experience</b>	
Experience of working in a schools or college environment	E
<b>Knowledge, skills and abilities</b>	
Ability to empathise with and understand the needs of 11-16 year olds	E
An understanding of how to create a good first impression both face to face and over the telephone	E
Good ICT skills - able to send, receive emails, create spreadsheets and word documents - letters etc. With training, operate the management information system	E
The interpersonal skills to communicate effectively and professionally with staff, students, parents and others by phone and in person	E
Calm and confident when responding to incidents	E
Ability to maintain confidentiality of pupil information	E
<b>Personal Qualities</b>	
Commitment to providing a professional and caring environment for staff, students, parents, and others	E
Adaptable to changing working patterns and practices	E
A presence and strength of character that promotes calm in a busy and demanding environment	E
Commitment to working with other staff as part of a team responsible for supporting the process of teaching and learning	E
Self motivated and able to work on own initiative	E
Ability to work on own at times, but also integrate with the wider office team	E
Desire to learn and take on new challenges	E
Good sense of humour and a thick skin!	E