

CRITERIA	CATEGORY	METHOD OF ASSESSMENT
1. Educational Standard/Qualifications		
<ul style="list-style-type: none"> Level 2 Numeracy and Literacy or equivalent 	Essential	Application form / Interview
2. Experience		
<ul style="list-style-type: none"> Experienced in the use of IT Experience of line management Experience of staff recruitment processes and procedures Experience of working in an administrative role with multiple demands Experience of working in a customer care focused environment Previous experience in a similar role 	Essential Essential Essential Essential Essential Desirable	Application form / Interview Application form / Interview Application form /Interview Application form /Interview Application form /Interview Application form /Interview
3. Personal Qualities / Skills		
<ul style="list-style-type: none"> A polite and friendly manner with a good telephone voice Ability to communicate effectively at all levels Excellent customer service skills Ability to work accurately and pay attention to detail Well organised and able to prioritise a busy workload Ability to remain calm under pressure and deal with several situations at once An ability to maintain all necessary confidentiality To be able to work as part of a team 	Essential Essential Essential Essential Essential Essential Essential Essential	Application form/Interview Application form /Interview Application form /Interview Application form /Interview Application form/Interview Application form/Interview Application form/Interview Application form/Interview
4. Knowledge		
<ul style="list-style-type: none"> Knowledge of school data systems e.g. Bromcom, My Child at School 	Desirable	Application form /Interview
5. Commitment and Behaviours		
<ul style="list-style-type: none"> Commitment to the Academy ethos Commitment to equal opportunities, inclusion & Health & Safety policies Commitment to fully understand and implement all of the roles and responsibilities in relation to Safeguarding Children and Young People 	Essential Essential Essential	Interview Interview Interview