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| **Administration and Operations Manager – S02 – Person Specification**  Detailed below are the type of skills, experience and knowledge, which are required of applicants applying for the post. The 'Essential Requirements' indicate the minimum requirements; areas detailed under 'Desirable Requirements' are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates. **Please ensure that you provide examples that clearly demonstrate you meet this specification in your application form.** |

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| **PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS:** |  |
| **Skills Required** | **MOA** |
| Ability to communicate effectively, (in a polite, helpful and efficient manner) with a wide range of people, both face to face and over the telephone  Good time management, organisation skills and the ability to prioritise  Ability to communicate effectively, orally and in writing  Being able to work as part of a team, delegating as necessary  Accuracy and attention to detail  Ability to work under pressure and meet conflicting deadlines  Ability to identify problems, use initiative and refer to senior staff as necessary  Flexibility in order to adapt to the changing needs of the academy | **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I** |
| **Knowledge/Qualifications Required** | **MOA** |
| A good level of English and Maths GCSE or equivalent along with a sound knowledge of written and spoken English  Excellent ICT skills (Microsoft Office) including ability to mail merge and use databases  A comprehensive understanding of office procedures and working practice  An understanding of equality and diversity  Knowledge of performance management and appraisal procedures  Understanding of HR procedures such as absence management, grievances and disciplinary procedures  Understanding of basic good financial audit standards | **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/IA/I** |
| **Experience required** | **MOA** |
| Supervisory and/or management experience  Working as a member of a team  Maintain accurate records using both manual and electronic systems  Producing reports and using data  Dealing with more complex queries from a wide range of people  Working in partnership with others to deliver work to set deadlines  Managing and developing a team  Providing customer focused services  Demonstrating and using own initiative  Dealing with and implementing change | **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I** |
| **Behavioural & Other Related Characteristics required** | **MOA** |
| Commitment to fulfil all the requirements of the job and provide a good quality of service  Honesty and integrity  Ability to lead and motivate staff alongside high aspirations and expectations of self and others  Customer orientated and able to relate well to adults and children  An ability to maintain confidentiality.  Confidence, enthusiasm, flexibility, and responsiveness to change  A desire to learn and to work with all to promote the aims of the academy.  Commitment to hard work, team work and supporting others  A positive personal image, contributing to a welcoming environment  An interest in education and schools  Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development.  Commitment to Equality and Diversity | **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I**  **A/ I** |

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| **PERSONAL SPECIFICATION DESIRABLE REQUIREMENTS:** It is desirable that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates  **Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate** |

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| **Skills Required** | **MOA** |
| Working knowledge of SIMS  Working knowledge of ParentPay  Working Knowledge of SAP payroll systems  ICT qualification (RSA CLAIT / European Computer Driving Licence / or equivalent)  Prior site management experience to support the day to day operation of an establishment within financial constraints  Experience of working with contractors  Experience of managing site projects and change  Experience of managing Health and Safety, using online systems such as SMART LOG | **A/ I**  **A/ I**  **A/IA/I**  **A/I**  **A/IA/I**  **A/I** |
| **Knowledge required** | **MOA** |
| Understanding of Evolve (Educational Trips) Administration Process and Health and Safety Risk Assessments  Working knowledge of relevant policies, procedures, codes of practice, and an awareness of relevant legislation such as Health and Safety, including COSHH | **A/ I**  **A/I** |
| **Experience required** | **OA** |
| Working in a school environment | **A/ I** |
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