

Academy Student Services Assistant - Person Specification

The successful candidate will possess all or most of the following attributes:

E = Essential D = Desirable

Assessed by: I = Interview A = Application

QUALIFICATIONS	Criteria	Selection
GCSE Grade C (or equivalent) in Maths & English	E	A/I
Competent IT skills (Microsoft Office)	E	A/I
A relevant qualification at least at NVQ level 2 equivalent	D	A
EXPERIENCE		
Previous experience of working in an office administration role	E	A/I
Previous experience working in a school	D	A/I
Experience of working in a role that requires flexibility and self-management	E	A/I
Experience working in a customer service environment	E	A/I
Experience of working in a busy and dynamic environment	E	A/I
Experience of using own initiative and working to tight deadlines	E	A/I
PROFESSIONAL DEVELOPMENT		
Evidence of a commitment to own professional development	E	A/I/R
PROFESSIONAL KNOWLEDGE AND UNDERSTANDING		
Knowledge of Child Protection	D	A/I
Understand the roles and responsibilities of various adults in a child's education	D	A/I
Knowledge of other roles within the Academy Services function	D	A/I
An understanding of school information management systems	D	A/I
PRACTICAL AND INTELLECTUAL SKILLS		
Ability to assimilate knowledge across a wide range of subject matters	E	A/I
The ability to prioritise personal workload, ensuring targets are met and timescales adhered to	E	A/I
Excellent written and spoken communication skills with the ability to communicate at all levels within the Academy and service users/external bodies both orally and in writing.	E	A/I
Excellent customer service skills with the determination to achieve and maintain high standards of customer service	E	A/I
Good IT skills	E	A/I

A team player with the ability to establish good working relationships with staff, pupils and parents	E	A/I
The ability to build positive professional relationships with students	E	A/I
The ability to communicate clearly both verbally and in writing	E	A/I
Have excellent organisational skills; maintain resources and records within the department	D	A/I
Experience of various software packages/applications e.g. Parentpay, SIMS, EntrySign	D	A/I
The ability to manage time well and to meet deadlines	E	A/I
Help the Academy Services Team to achieve their aims	E	A/I
Demonstrate the ability to learn and adapt from past experiences	E	A/I
PERSONAL QUALITIES		
Fully subscribe to our Academy value of RESPECT: showing due consideration for the feelings, beliefs and opinions of other people	E	A/I/R
Fully subscribe to our Academy value of DETERMINATION: never giving up – working relentlessly for the benefit of the young people of Northampton Academy	E	A/I/R
Fully subscribe to our Academy value of AMBITION: seeking the very best opportunities for all young people, in line with the most elite schools in the country. Never pigeonholing or making assumptions about the potential of the young people of the Eastern District.	E	A/I/R
Well organised and methodical	E	A/I/R
Able to learn quickly	E	I
Confident	E	A/I/R
Flexible	E	A/I/R
Accurate with attention to detail	E	A/I/R
Able to work under pressure	E	A/I/R
Committed to service quality and continuous improvement	E	A/I/R
To be willing to train to build new professional skills and expertise	E	A/I/R