**Person Specification**

**Income Generation Administrator - Apprentice**

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|  |  |  | **Assessed by:** | |
| **No** | **Categories** | **Essential /**  **Desirable** | **App Form** | **Interview/ Task** |
| **QUALIFICATIONS** | | | | |
| 1. | 5 GCSEs (incl. Maths and English Grade C or above) | E | ✓ |  |
| 2. | Post 16 Qualifications i.e. BTEC or A-Levels | D | ✓ |  |
| 3. | Evidence of continuing professional development and training | D | ✓ | ✓ |
| **EXPERIENCE** | | | | |
| 4. | Education sector experience | D | ✓ | ✓ |
| 5. | Experience of working in a customer service environment | D | ✓ | ✓ |
| 6. | Experience of managing multiple demands within a busy working environment | D | ✓ | ✓ |
| **ABILITIES, SKILLS AND KNOWLEDGE** | | | | |
| 7. | Excellent written and spoken communication | E | ✓ | ✓ |
| 8. | Excellent time management, with the ability to prioritise and organise work effectively and efficiently | E | ✓ | ✓ |
| 9. | Ability to demonstrate tact, sensitivity and discretion | E | ✓ | ✓ |
| 10. | Able to use all common ICT applications effectively and efficiently | E | ✓ | ✓ |
| 11. | Excellent interpersonal skills | E | ✓ | ✓ |
| 12. | The Ability to develop strong relationships with and inspire confidence in customers and stakeholders | E | ✓ | ✓ |
| 13. | A proactive approach to work and the ability to independently generate new leads and opportunities for the business | E | ✓ | ✓ |
| 14. | Ability to maintain strict confidentiality in all matters | E | ✓ | ✓ |
| **PERSONAL QUALITIES** | | | | |
| 15. | An engaging manner both in person and over the telephone, able to confidently engage with new people and build a rapore | E | ✓ | ✓ |
| 16. | A strong commitment to both the school/Trust values and ethos, plus own professional conduct and ethics | E | ✓ | ✓ |
| 17. | Commitment to support the school/Trust’s agenda for safeguarding and equality and diversity | E | ✓ | ✓ |
| 18. | High attention to detail within all areas of work | E | ✓ | ✓ |
| 19. | Deals with all stakeholders both positively and pragmatically | E | ✓ | ✓ |
| 20. | A firm commitment to continuing professional development | E | ✓ | ✓ |