

**Person Specification – Attendance Officer**

|  | **CRITERIA** | **E**ssential / **D**esirable |
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| **Skills** | Able to communicate effectively, professionally, confidently and accurately in person, by phone and in writing with a wide range of people – students, senior staff, teachers, parents and visitors | E |
| Excellent organisational skills, with a good ability to plan, organize, prioritise and reschedule workloads and tasks effectively to meet varying and sometimes conflicting deadlines | E |
| Highly competent in using Microsoft applications (esp. Word, Excel, PowerPoint) and databases (and able to learn new systems quickly) such as Bromcom MIS to produce reports | E |
| **Experience** | 2 years + providing a range of administrative support in a busy and demanding organization | E |
| Working within a school environment | D |
| Events organisation/ marketing/ social media etc. | D |
| **Knowledge** | Understanding of the importance of safeguarding in schools | D |
| Knowledge of school systems and processes | D |
| **Personal Qualities** | Strongly self-motivated and personally resilient | E |
| Exceptional levels of personal integrity, discretion, honesty and reliability | E |
| Conscientious and diligent work ethic | E |
| Willingness to take a hands-on approach as necessary | E |
| Pro-active in using initiative | E |
| Able to relate to students, including those with special needs | E |
| Ability to work under pressure at a fast pace | E |
| Attention to detail and commitment to high quality standards | E |
| Ability to take ownership of tasks and see them through to completion, identifying and resolving issues in an effective and efficient manner | E |
| Able to work effectively as part of a flexible team | E |
| Always looking to improve and develop working practices and systems to become more efficient and effective | D |
| Commitment to the Academy’s Christian ethos and educational purpose | E |
| Can deal effectively and calmly with emergencies, should they arise | E |
| Flexibility, on occasions and within reason, in approach to working hours and ability to offer additional skills to the academy team | D |
| **Qualifications** | Good levels of literacy and numeracy evidenced by qualifications e.g. GCSEs (or equivalent) in Maths and English at C or higher | E |
| NVQ level vocational / professional qualifications in business administration | D |