

Person Specification

| Post title: Customer Support Officer - Main Reception | | Grade: C |
|--|--------------------------------------|--|
| Establishment: Witton Park Academy | | |
| Requirements (based on the job description) | Essential (E) or desirable (D) | To be identified by: application form (AF), interview (I), task (T), or other (give details) |
| Qualifications and Experience | | |
| GCSE Grade C or above in English and Maths or equivalent qualification | E | AF,I |
| Working in a school environment and / or with young people | E | AF,I |
| Experience of using Arbor MIS system | D | AF,I |
| Experience of working within customer service. | E | AF,I |
| Skills and abilities | | |
| Effective working knowledge of Google suite | D | AF,I, |
| Strong communication skills – written and spoken | E | AF,I, |
| Ability to work as a part of a team | E | AF,I |
| Positive and enthusiastic attitude to work | E | AF,I |
| Ability to work under pressure and meet deadlines | E | AF,I |
| Ability to plan, prioritise and implement tasks within a set timescale | D | AF,I, |
| Ability to act in a courteous and polite manner at all times when dealing with children, staff, parents and outside agencies | E | AF,I |
| To work efficiently, show initiative and be adaptable to change | E | AF,I |
| The ability to maintain confidentiality at all times | E | I |
| First Aid trained | D | AF |
| Other (including special requirements) | | |
| 1. Commitment to safeguarding and protecting the welfare of children and young people | E | I |
| 2. Commitment to equality and diversity | E | I |
| 3. Commitment to health and safety | E | I |
| 4. Flexibility to change working days to meet the needs of the school | E | I |
| 5. Commitment to CPD | E | I |