

## Learning Resource Centre Supervisor Person Specification

	JOB REQUIREMENTS	Essential	Preferred	Assessed
Knowledge, Experience and Skills	GCSE/CSE in English and Maths, grade C or above	✓		A
	Recent and relevant office experience including filing, photocopying, faxing and general typing, mail merging	✓		A, I
	Knowledge/experience in use of reprographics equipment		✓	A, I
	Demonstrate a good working knowledge of various computer software packages including Microsoft Word, Excel and Outlook	✓		A, I
	Knowledge of SIMs software		✓	A, I
	Excellent customer service skills	✓		A, I
	Experience of supervising students		✓	A, I
Supervision / Management and Decision Making	Responsible for high standards of customer care	✓		A, I
	Responsible for providing information and advice to help inform decisions	✓		A, I
	JOB COMPETENCIES			
Interacting and Presenting – Presenting and Communicating Information	Excellent communicator to effectively respond to a range of enquiries across a range of channels	✓		A, I
	Able to project a respectable and professional image at all times	✓		A, I
	Helpful and positive attitude in a busy environment	✓		A, I
Organising and Executing – Planning and Organising	Able to work to deadlines and a willingness to respond positively to all aspects of work	✓		A, I
	Able to be an effective timekeeper and able to manage and organise your own time	✓		A, I
	Demonstrable attention to detail	✓		A, I
	Able to use initiative and seek appropriate solutions to problems		✓	I
Creating and Conceptualising – Learning and Researching	Able to gather comprehensive information on a range of school functions.		✓	I
	Manage knowledge to be able to provide an effective advice and information service to users		✓	I
Supporting and Co-operating – Working with People	Excellent team worker	✓		I
	Builds good relationships and relates well to people at all levels (parents, staff and students)	✓		A
	Focussed on user needs	✓		T
Adapting and Coping – Coping with Pressures and Setbacks	Ability to work independently and complete work accurately, efficiently and effectively whilst frequently interrupted in a busy work environment	✓		A, I
	Able to handle conflict or sensitive situations with tact and compassion.	✓		A, I

	Ability to maintain a calm professional approach and work effectively under pressure		✓	A, I
Child Protection	A commitment to the responsibility of safeguarding and promoting the welfare of young people	✓		I
	Enhanced DBS disclosure ( <i>to be completed by preferred candidate following interview</i> )	✓		
	Willingness to undertake Child Protection training when required	✓		I

\* A = by application, I = assessed on Interview Day