



Senior Pupil Services Officer – Person Specification

No.	Area	Essential	Desirable
1	Qualifications and Professional Development:		
1.1	GCSE (Grade C or above) in English and Maths or equivalent	✓	
1.2	Interest in ongoing training/development as required for the role	✓	
2	Experience		
2.1	Experience of working in a customer facing role	✓	
2.2	Administrative experience gained in a busy working environment including contact with a range of key internal and external stakeholders and outside agencies	✓	
2.3	Experience of working with pupils, parents, or families in an educational setting		✓
2.4	Experience of working with information management systems, such as SIMS (school system) or other databases		✓
2.5	Experience of business administration such as databases, filing system, and spreadsheets in line with relevant legislation and GDPR	✓	
3	Personal Qualities		
3.1	A desire and commitment to support our children, families, and communities to flourish through excellence in administration	✓	
3.2	Ability to work under pressure and remain calm in difficult situations	✓	
3.3	Ability to exercise discretion and maintain confidentiality	✓	
3.4	Ability to work successfully as a member of a team and mentor others in the team	✓	
4	Knowledge/Skills		
4.1	Ability to prioritise and organise work to meet challenging deadlines, adapting to changing priorities and using initiative	✓	
4.2	Ability to carry out detailed work whilst maintaining accuracy and attention to detail	✓	
4.3	Proficient user Microsoft Office (Word, Excel, PowerPoint and Outlook), and general ICT skills	✓	
4.4	Excellent communication and interpersonal skills with all levels in the Trust/School	✓	