

**Senior Pupil Services Officer – Person Specification**

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| **No.** | **Area** | **Essential** | **Desirable** |
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| **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 | ✓ |  |
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| **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 | ✓ |  |
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| **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 | ✓ |  |
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| **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 | ✓ |  |