

PERSON SPECIFICATION

Post Title: Appointments Assistant - Support Staff

Directorate: DIRECTORATE OF CHILDREN'S SERVICES
Portfolio/Service Area: Support Services - Staffing and Appointments Section
Scale/Grade: Scale 4

QUALIFICATIONS / TRAINING:

It is **essential** that the postholder has/is:

- NVQ Level 3, e.g. BTEC National Certificate, or equivalent compensatory experience of working within advisory service for schools.

It is **desirable** that the postholder has/is:

- NVQ Level 4 or an equivalent qualification, e.g. BTEC Higher National Certificate.
- ECDL (or equivalent qualification/training in IT).

EXPERIENCE / KNOWLEDGE:

It is **essential** that the postholder has/is:

- Knowledge of Employment Legislation.
- Considerable experience working directly with the public within a customer service environment, providing information/advice to a wide range of users.
- Demonstrable experience researching information from a variety of sources.
- Advanced competency in working with multiple ICT systems to access, record, analyse and provide information accurately via a variety of communication channels.
- Good numeracy and literacy skills.
- Knowledge of diversity and equal opportunities and experience of practical application.

It is **desirable** that the postholder has/is:

- Experience of interpreting and implementing Schools Support Staff Terms and Conditions of Service.
- Evidence of considerable experience working with an enterprise system (e.g. SAP).
- An awareness of the Data Protection and Freedom of Information Acts.

SKILLS AND ABILITIES:

It is **essential** that the postholder has/is:

- The ability to work under pressure and to tight non-negotiable deadlines.
- The ability to work co-operatively within a team, to achieve success.
- A high level of communication skills – the ability to provide detailed information and advice in a clear and positive manner.
- The ability to deal with difficult and complex instructions.
- The ability to seek out and understand the needs of customers, taking ownership and appropriate action in an ever changing environment. The ability to recognise the diversity of

customers, identifying and assessing needs and tailoring services when necessary whilst demonstrating tact and diplomacy.

- A high level of integrity when dealing with sensitive or confidential information.
- The ability to interact with senior officers, Headteachers, School Governors and other contacts with a confident and persuasive manner to achieve resolution for the customer.
- The ability to proactively identify and make practical recommendations for service improvement.

ADDITIONAL FACTORS:

It is **essential** that the postholder has/is:

- Strong concept of customer care and demonstrable Customer Focus skills – ability to prioritise customer requirements and treat every customer with respect and courtesy regardless of other pressures in the workplace.

Prepared by: J. Draper

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