



PERSON SPECIFICATION

OFFICE ADMINISTRATOR

	Essential/ Desirable
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Qualifications	
Good standard of education evidenced by GCSEs or equivalent	E
Level 3 in Customer Service/Business Administration	D
Knowledge and Experience	E
Experience of working in a busy office with a strong customer service ethos	E
Ability to work effectively within and between teams to achieve common objectives	E
Experience of using systems for data entry and reporting	D
Experience of providing co-ordination and administrative support in EYFS-Year 4 learning environment	D
Experience of working in an education or training environment	D
Skills	
High standards of accuracy and attention to detail	E
Excellent written and verbal communication skills	E
Extensive IT skills. Competent in Microsoft Office (Outlook, Word and Excel)	E
Strong organisational skills with a systematic approach to problem solving	E
Excellent time management skills with the ability to prioritise, plan and organise day to day activities ensuring that deadlines and objectives are achieved	E
Organisational and time management skills with the ability to multi task within a demanding office environment	E
Good interpersonal skills, confident and professional telephone manner	E
Effective problem solving techniques	E
Excellent customer service skills	E
Knowledge in SIMS and Scopay	D
Personal Attributes	
A team player with a positive outlook and strong work ethic	E
The ability to use own initiative and know when to seek advice	E
Acts with professional integrity at all times	E
Committed to high standards of quality and seeks to improve systems and processes	E
Ability to work under pressure to tight deadlines	E
Ability to develop and maintain strong, effective and professional working relationships	E
Willingness to travel where necessary	E
Flexibility in working hours when necessary	E
Flexible and receptive to change	E
Treat people fairly and respectfully	E