

Admin Assistant Person Specification

Category	Essential Criteria	Desirable Criteria
Qualifications	<ul style="list-style-type: none"> ● GCSE Grade C/4+ or above in English and Maths. 	<ul style="list-style-type: none"> ● NVQ Level 2 or 3 in Business Administration. ● Basic First Aid certificate.
Experience	<ul style="list-style-type: none"> ● Proven experience in a busy office environment. ● Experience dealing with the general public (face-to-face or phone). 	<ul style="list-style-type: none"> ● Previous experience working in a school or educational setting. ● Experience with data entry and record-keeping.
Skills & Abilities	<ul style="list-style-type: none"> ● Good or better proficiency in word processing, spreadsheet and calendar digital packages. ● Fast and accurate data entry/typing skills. ● Excellent telephone manner. ● Ability to prioritise tasks when interrupted frequently. 	<ul style="list-style-type: none"> ● Ability to use school-specific software (e.g., SIMS, Arbor, Bromcom, ParentPay). ● Creative skills for designing newsletters or flyers.
Knowledge	<ul style="list-style-type: none"> ● Basic understanding of Data Protection/GDPR. ● Awareness of Safeguarding and Child Protection. 	<ul style="list-style-type: none"> ● Knowledge of "Keeping Children Safe in Education" (KCSIE) guidelines. ● Knowledge of school attendance procedures.
Personal Attributes	<ul style="list-style-type: none"> ● High level of discretion and confidentiality. ● A friendly, professional, and approachable "front-of-house" personality. ● Flexibility to "muck in" during busy periods. 	<ul style="list-style-type: none"> ● Ability to stay calm and empathetic when dealing with upset parents or children.