

**Person Specification**  
**Apprentice School Reception and Administration Assistant**

The Futures Trust and Barr's Hill School are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

<b>Responsible to</b>	Receptionist
<b>Grade</b>	Apprentice grade
<b>Hours</b>	37 hours per week, 39 weeks per year
<b>Location</b>	Based at Barr's Hill School <i>with a requirement to travel to undertake work at or for academies within the Trust</i>

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Measured By</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>Achieved or predicted 5 GCSE's or equivalent including English and Maths at grade C or above.</li> </ul>		Application
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Able to communicate effectively both verbally and in writing with a range of audiences.</li> <li>Able to maintain the highest levels of confidentiality and data security.</li> <li>Organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail.</li> <li>Good interpersonal skills and the ability to handle difficult situations in a patient, calm and effective way.</li> <li>Good problem solving and analytical skills.</li> <li>Able to present themselves and the school positively and professionally.</li> </ul>		Application/ Interview

	<ul style="list-style-type: none"> <li>• Able to work with adults and students.</li> <li>• Able to work in accordance with the School's safeguarding policies and procedures.</li> <li>• Able to self-evaluate learning needs and actively seek learning opportunities.</li> <li>• Able to work independently and collaboratively to ensure the delivery of agreed workload.</li> <li>• Can interpret and present written and numerical data in formats including spreadsheets and written reports.</li> <li>• Able to consistently produce high quality work and maintain accurate records.</li> <li>• Physically able to carry out the requirements of the role, subject to reasonable adjustments as may be required.</li> </ul>		
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of working with adults and/or students.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an office or Customer Services environment.</li> <li>• Involvement in supporting adults and/or students.</li> <li>• Experience of using ICT equipment such as telephones and computers / IT packages..</li> </ul>	<p>Application/ Interview</p>

<p><b>Knowledge and understanding</b></p>	<ul style="list-style-type: none"> <li>• Basic knowledge of the services that are provided by a school.</li> <li>• Knowledge of Microsoft Office including Word and Excel.</li> <li>• Understanding of how to provide good customer care.</li> <li>• Basic knowledge of equal opportunities in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of office procedures.</li> <li>• Keyboard skills and the ability to undertake training in word processing and database software.</li> <li>• Good communication skills in order to be able to take accurate information from people and give out accurate information over the telephone and in person.</li> </ul>	<p>Application/ Interview</p>
<p><b>Other requirements</b></p>	<ul style="list-style-type: none"> <li>• A professional role model who is committed to their own professional development and to developing others</li> <li>• Committed to and able to promote the aims of the school and the values of the Trust: Students First, It's about Learning, No Barriers.</li> <li>• Able to work calmly under pressure and withstand stress</li> <li>• Able to work flexibly and to attend meetings and INSET days as required.</li> </ul>		<p>Application/ Interview</p>

**Person specification reviewed by: Chris Jupp, Headteacher**

**Date: June 2019**