**Person specification: School Improvement Administrator**

|  |  |  |
| --- | --- | --- |
| **Personal Attributes Required** | **Essential (E) o**r **Desirable (D)** | **Method of Assessment** |
| **Qualifications**  NVQ Level 3 in Business/Administration (Equivalent)  Literate and numerate  Computer qualification e.g. ECDL, CLAIT | E  E  E | AF/I  AF/I  AF/I |
| **Experience**  Experience of working in an office environment  Experience of using IT systems to maintain accurate records and management of data  Record Keeping both manual and digital  Experience of working in a business support role in an education setting  Experience of diary management, arranging and booking meetings  Experience of minute taking  Experience of letter writing, compiling and writing reports for various stakeholders  Experience of finance, payroll, invoicing and petty cash  Experience of providing administrative support to the Schools Causing Concern Protocol Panel  Experience of handling complaints and customer service  Experience of stock controls  Driver License and own car | E  E  E  D  E  E  E  D  D  D  D  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| **Knowledge / Skills / Abilities**  Excellent interpersonal skills to communicate effectively with the wider community and external partners  An ability to develop a good working relationship with colleagues and partners to deliver a coordinated response  Effective communication with work colleagues, partners, providers and service users, verbally and written.  Responding to enquiries with the correct salutation. Working as part of team with shared responsibility for service delivery.  Working knowledge of all systems, IT skills such as Microsoft Office/360  Knowledge of information management and governance protocols including General Data Protection Regulation  Working to pre-determined deadlines, prioritising work effectively and accounting for delivery.  Knowledge of OFSTED and DfE requirements, particularly in relation to school improvement | E  E  E  E  E  E  E  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |

**AF = Application Form**

**I = Interview**