

**Personal Specification
Pupil Services Administrator**

Education and Training			
Essential Criteria		Desirable Criteria	
Educated to a minimum of GCSE A-C Grade in Maths and English		NVQ in business administration or equivalent qualification/experience	
Good experience of using Microsoft Office i.e. Word, Excel, Outlook			
Achievements and Experience			
Essential Criteria		Desirable Criteria	
Good understanding and ability to use relevant technology e.g. photocopier		Previous experience in similar administrative role	
A knowledge/ understanding of issues that may face people with disabilities		Ability to touch type with speed and accuracy	
Friendly telephone manner and good numeracy/literacy skills			
Effective verbal, communication and written skills			
Awareness of the principles of safeguarding and understand the duties and responsibilities arising from the Children Act 2004 and Working Together in relation to child protection and safeguarding children and young people			
Proven experience of minute taking within complex and emotional settings			
Skills & Abilities			
Essential Criteria		Desirable Criteria	
Willingness to assist and support colleagues unprompted across a wide variety of administrative tasks		Ability summarise key information in an accessible way	
Good time management and organisational skills			
Willingness to work flexibly and independently within the requirements of a demand driven Service			
Tact, diplomacy and a respect for confidentiality			
To be committed to the education and welfare of visually impaired children			
Ability to manage the high level of liaison required between the professional agencies			
An understanding of the School's equal opportunities policy and how it is implemented			
Work constructively as part of a team, understanding the school roles and responsibilities and your own position within these			
High level of accuracy and attention to detail			
Ability and experience of maintaining professional boundaries			

Ability to remain resilient when working within emotionally challenging meetings/hearings			
Experience working in partnership with chairs of meetings to ensure the agenda is completed within a timely manner.			
Calm and assertive nature.			