

PERSON SPECIFICATION

Essential Criteria

Qualifications

- GCSE or above (Grade 4/C+) or above in English
- GCSE or above (Grade 4/C+) or above in Mathematics

Experience

- Experience working with children or young people
- Experience working with families in a supportive and/or challenging capacity
- Experience in an administrative or office-based role
- Experience maintaining accurate data and records
- Experience communicating with parents/carers and professionals

Skills and Knowledge

Communication

- Exceptional verbal and written communication skills
- Ability to remain calm, firm and empathetic under pressure
- Ability to conduct supportive but appropriately challenging conversations
- Strong relationship-building skills

Organisation

- Ability to manage a varied and demanding workload
- Strong prioritisation skills
- High attention to detail

IT Skills

- Strong IT skills including: Microsoft Word, Excel and Email systems
- Ability to use and interpret data systems (e.g. Arbor)

Safeguarding Awareness

- Understanding of safeguarding and confidentiality
- Ability to recognise and escalate concerns appropriately

Personal Qualities

- High level of resilience, remaining calm in challenging situations
- Strong motivation and commitment to supporting pupils and families
- Non-judgemental and inclusive approach
- Solution-focused, with a problem-solving mindset, particularly with families in crisis
- Ability to work independently and take initiative
- Ability to manage a varied and independent workload effectively
- Professional, discreet and trustworthy

Desirable Criteria

- Experience in attendance or pastoral work
- Knowledge of DfE attendance guidance
- Experience working with vulnerable families
- Experience with school MIS systems

