



HARRYTOWN CATHOLIC HIGH SCHOOL

Pupil Services Administrator ~ PERSON SPECIFICATION

We are seeking to appoint a colleague to join our successful school team who possesses; excellent communication skills (both written & verbal), who is hardworking and is able to work as a member of a team but is equally comfortable working on their own, who has an excellent attendance & punctuality record, a desire to develop & inspire others, and who is willing to undergo training to further their professional skills, who demonstrates the ability to be adaptable, flexible and who can show initiative.

	Essential	Desirable
Qualifications/ Training	<ul style="list-style-type: none"> • Minimum of level 2 in English and Maths. • Experience of working in the field of education, social care or children’s services 	<ul style="list-style-type: none"> • Additional Qualifications in First Aid. • Additional qualifications in Customer Service.
Experience	<ul style="list-style-type: none"> • Experience of a customer services environment. • Experience of working with pupils. 	<ul style="list-style-type: none"> • Experience of using SIMs as a management information system. • Experience of working with first aid.
Skills	<ul style="list-style-type: none"> • Good communication and presentation skills. • Ability to develop positive relationships with students, parents and colleagues. • Good organisational skills and the ability to work to tight deadlines under pressure. • Confident user of ICT systems. • Maintain confidentiality at all times. 	<ul style="list-style-type: none"> • Good common sense and a willingness to learn. • Flexible approach.
Knowledge & Understanding	<ul style="list-style-type: none"> • Understanding of working with pupils. • Understanding of the importance of customer service. 	<ul style="list-style-type: none"> • Previous first aid responsibilities

Additional qualities	<ul style="list-style-type: none"> • Commitment to supporting the work of schools, colleagues and young people • Commitment to the success and well-being of all students. • Ability to lead in situations with both adults and young people. • Resilient and robust approach to working in a school environment • Sense of humour • The ability to meet deadlines • Ability to meet the schools standards of presentation and attendance • A willingness to be flexible in a changing environment 	<ul style="list-style-type: none"> • Play an active part in the wider school community
Safeguarding	<ul style="list-style-type: none"> • Demonstrate compliance with Safeguarding/Child Protection standards and an ability to comply with our commitment to safeguarding and promoting the welfare of children. • Full cooperation with & that any successful candidate will be required to submit to a full DBS (formerly CRB) check • Candidates may write confidentially to the panel in respect of a past record, any outstanding cases or disqualification etc. in a separate envelope marked confidential along with their application form. 	<ul style="list-style-type: none"> • Play an active part in the wider school community • A practising Catholic with a supportive faith reference.
Generic Competencies (please see further guidelines below)	<ul style="list-style-type: none"> • Communicating effectively • Being pupil and family focused • Effective team working • Personal organisation and effectiveness • Personal development • Making the most of IT systems and services 	

The main purpose of the competencies is to define the standards of behaviour and conduct required by the organisation. All employees are expected to perform satisfactorily to the generic employee competencies which are reviewed as part of the school performance/appraisal and development review scheme for all employees.

Competency	Definition
Communicating Effectively	<ul style="list-style-type: none"> • Communicate effectively face to face, by telephone or written word with a diverse range of people

	<ul style="list-style-type: none"> • Make effective use of new technology in communications contribution
Being customer focussed	<ul style="list-style-type: none"> • Provides excellent customer service • Develops and maintains positive working relationships with customers • Contributes to the continual improvement of services
Effective Team Working	<ul style="list-style-type: none"> • Develops and maintains positive working relationships with other team members • Develops positive working relationships with other teams both within and outside the organisation (e.g “colleagues” in the voluntary sector or health service) • Contributes to the achievement of team goals
Personal Organisation and Effectiveness	<ul style="list-style-type: none"> • Achieves personal objectives on time and to the agreed standard whilst having consideration for the effect on others
Personal Development	<ul style="list-style-type: none"> • Take responsibility for the development and learning of self and others
Making the most of Information and Communications Technology	<ul style="list-style-type: none"> • Can operate all technology necessary for the job role

June 2017