

Person Specification

Qualifications & training

It is **essential** that the postholder has:

1. An NVQ Level 2, or equivalent qualification.
2. English and Maths GCSE

It is **desirable** that the post holder has

1. A Levels / Level 3 qualification
2. At least Grade C in Maths and English GCSE
3. An ICT qualification or evidence of competence and experience

Experience & knowledge

It is **essential** that the postholder has:

1. Experience of working in an administrative role within an environment that requires flexibility and working to established deadlines.
2. Experience of using databases for data recording and extraction, and experience of Microsoft Office to support the production of reports.
3. Experience of working as part of a team.
4. Experience of dealing with telephone calls when the caller may be anxious or concerned.
5. An understanding of parental and provider perspectives in relation to children and young people with SEND.
6. Some knowledge of the scope of activity undertaken by the Education and Early Help Service.

It is **desirable** that the postholder has:

1. Experience of working in an educational setting or service.
2. Knowledge of legislation and processes relating to assessment of SEND.

Skills & abilities

It is **essential** that the postholder has:

1. An ability to work flexibly in different settings, in a changing work environment and with changing deadlines, priorities and client groups.
2. The skills and abilities to be adaptable in a context where priorities and operational processes are likely to change periodically.
3. Well-developed team skills and a willingness to work flexibly across team boundaries when required.
4. A willingness to undertake training and / or develop expertise in areas relevant to overall team objectives.
5. The ability and willingness to refocus work approaches according to the changing needs of the organisation.

6. Good interpersonal skills, including skills in defusing potentially difficult situations and resolving conflict.
7. Effective verbal and written communication skills, including ability to draft correspondence and produce records of meetings and decisions.
8. Excellent ICT skills, including Word, Excel and email and experience of maintaining and updating databases.
9. The ability to work as a supportive and co-operative member of a team in a pressurised environment.
10. The ability and willingness to use initiative and independence in managing workload, whilst recognising the need to seek advice and support when necessary.

Additional factors

It is **essential** that the postholder has:

1. A commitment to an inclusive approach for children and young people with SEND.
2. Awareness of the need for confidentiality.