

PERSON SPECIFICATION

Job Title: Mainstream School Admissions Placement Officer
Directorate & Section/Unit: Education & Early Help – School Admissions
Reporting to: School Admissions Manager
Management responsibility for (Level 1 Manager and above): NA
Supervisory responsibility for (Level 1 Supervisor): NA
Headcount and FTE of staff: NA

Salary Grade: Scale 4
WCC Management Level: Frontline
Number of Direct Reports: 0

Experience:

It is **essential** that the post holder has:

- Demonstrable experience of the workings of schools, other education settings and services and the ability to contribute to the way that work is carried out.
- Significant experience of working in a customer focused environment.
- Considerable experience of providing advice and support to a significant volume of members of the public and customers.
- Demonstrable experience of working with complex incident situations and working with partners to provide rapid responses.
- Demonstrable experience of negotiation and influencing.
- Significant experience of providing administrative support, with demonstrable, high quality, accurate handling of large volumes of data, securely and sensitively.
- Significant experience of using MS Office, database skills, internet technology and of using electronic systems to record and extrapolate data.
- Experience of carrying out multiple advanced tasks and balancing work priorities.
- Evidence of participation in continuous process improvement.

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

- Awareness of data protection and Freedom of Information Acts.
- Awareness of diversity and equal opportunities

Knowledge, Skills and Abilities:

It is **essential** that the post holder has:

- Detailed knowledge and understanding of school related issues and statutory regulations.
- Demonstrable knowledge of school admissions policies and practices.
- Ability to interpret and implement complex regulations and interpret it to provide accurate and up to-date advice.
- Significant advanced IT skills with the ability to use a wide range of IT packages.

- The ability to problem solve whilst working in an unpredictable environment, often under pressure and to tight timescales.
- The ability to explain complex or new information in a way which is easily understood to members of the public.
- Excellent and effective communication skills.
- The ability to work as part of a team with a willingness to contribute to, develop and sustain working practices.
- An ability to work flexibly and react to changes at short notice in order to support the business requirements
- Ability to remain calm in difficult situations.
- Ability to develop and update systems and procedures in the context of new legislation.
- Demonstrable methodical approach to work with attention to detail whilst handling large volumes.
- Good numeracy and Literacy skills

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

- A level 2 qualification (e.g. A to C) in English and Maths.
- A level 3 qualification of relevant work experience in business administration
- Awareness of sensitive nature of work.
- Awareness of the need for confidentiality

Qualifications/Training and Development:

It is essential that the post holder has:

- The ability to work flexibly on a rota basis to ensure business continuity during business hours.

Author: T Wilson

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