

Person Specification
Apprentice School Reception and Administration Assistant

The Futures Trust and Keresley Grange School are committed to safeguarding and promoting the welfare of Children and Young People, and expect all staff and volunteers to share this commitment.

Responsible to	Operations Co-Ordinator
Grade	Apprentice grade
Hours	37 hours per week, term time only plus 2 weeks (41 weeks)
Location	Based at Keresley Grange School with a requirement to travel to undertake work at or for schools within the Trust

	Essential Criteria	Desirable Criteria	Measured By
Education and Qualifications	<ul style="list-style-type: none"> Achieved or predicted 5 GCSE's or equivalent including English and Maths at grade C or above. 	.	Application

<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Able to communicate effectively both verbally and in writing with a range of audiences. • Able to maintain the highest levels of confidentiality and data security. • Organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail. • Good interpersonal skills and the ability to handle difficult situations in a patient, calm and effective way. • Good problem solving and analytical skills. • Able to present themselves and the school positively and professionally. • Able to work with adults and students. • Able to work in accordance with the School's 		<p>Application / Interview</p>
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	<p>safeguarding policies and procedures.</p> <ul style="list-style-type: none"> • Able to self-evaluate learning needs and actively seek learning opportunities. • Able to work independently and collaboratively to ensure the delivery of agreed workload. • Can interpret and present written and numerical data in formats including spreadsheets and written reports. 		
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	<ul style="list-style-type: none"> • Able to consistently produce high quality work and maintain accurate records. • Physically able to carry out the requirements of the role, subject to reasonable adjustments as may be required. 		
Experience	<ul style="list-style-type: none"> • Experience of working with adults and/or students. 	<ul style="list-style-type: none"> • Experience of working in an office or Customer Services environment. • Involvement in supporting adults and/or students. • Experience of using ICT equipment such as telephones and computers / IT packages.. 	Application / Interview
Knowledge and understanding	<ul style="list-style-type: none"> • Basic knowledge of the services that are provided by a school. • Knowledge of Microsoft Office including Word and Excel. • Understanding of how to provide good customer care. 	<ul style="list-style-type: none"> • Knowledge of office procedures. • Keyboard skills and the ability to undertake training in word processing and database software. • Good communication skills in order to be able to take accurate information from people 	Application / Interview
	<ul style="list-style-type: none"> • Basic knowledge of equal opportunities in the workplace. 	and give out accurate information over the telephone and in person.	

<p>Other requirements</p>	<ul style="list-style-type: none"> • Committed to their own professional development. • Committed to and able to promote the aims of the school and the values of the Trust: Students First, It's about Learning, No Barriers. • Able to work calmly under pressure and withstand stress. • Able to work flexibly and to attend meetings and INSET days as required. 		<p>Application / Interview</p>
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Person specification reviewed by: Sharon Jeromson (Trust Commerce and Risk Manager)

Date: April 2022