**Person Specification**

**Requirements:**

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| Attributes | Essential criteria | Desirable criteria |
| Education, Qualifications and Training | * GCSE English and Maths grade 4 or above * Evidence of a commitment to continuous learning and development. | * The ability to commute/travel between locations to work at alternative sites. |
| Experience and Knowledge | * Previous general administration experience. * Experienced use of Office 365, including a good grasp of Excel, Teams and Outlook. * Knowledge of business technology to improve service delivery. * Experience of working on data base case management systems. * Experience of data entry. | * Knowledge and experience of Education case management systems. * An understanding of the Education Service. * Experience of customer service. * Experience of user acceptance testing. * Experience of liaising with partners and stakeholders. |
| Ability and Skills | * Demonstrate excellent communication and interpersonal skills, building positive relationships. * Ability to follow complex instructions. * A high level of accuracy and attention to detail. To be able to maintain these standards when performing repetitive tasks. * Ability to work on own initiative and manage workload. * Able to work collaboratively, as part of a team. * Good organisation skills, able to meet deadlines and remain calm under pressure. * Excellent customer service skills with internal and external customers. * Ability to learn new concepts and systems/processes. | * Ability to work remotely and on-site in North Northamptonshire. * Provide a service in a positive, helpful and supportive manner. |
| Behaviours | * A positive, proactive, methodical, organised and helpful approach to work. * Flexible approach. * Take responsibility for the work, seeing tasks through to completion. * Enthusiastic and positive about making changes and improvements that benefit the customer and the Council. |  |
| Equal Opportunities | * Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | * Willingness to build professional, positive relationships with staff and partners. * Willingness to undertake further training and development as required for the post. |  |