**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.
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| 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.
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| 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.
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| 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.
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| Equal Opportunities | * Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs.
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| Additional Factors | * Willingness to build professional, positive relationships with staff and partners.
* Willingness to undertake further training and development as required for the post.
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