



## Garlinge Primary School and Nursery

### Person Specification for Attendance Assistant

<b>Qualifications</b>	<p>NVQ Level 2 or equivalent is desirable</p> <p>Minimum of 5 GCSEs at Grade C or above, including English and Maths, or equivalent</p>
<b>Experience</b>	<p>Proven administration experience is essential</p> <p>Proven experience of reception work or working in a customer service role is essential</p> <p>Experience of working with young people and their families is desirable</p> <p>Experience of using SIMS.net is desirable</p>
<b>Skills and Abilities</b>	<p>Provide a high level of customer service dealing calmly, tactfully and effectively with a range of people</p> <p>Convey information clearly and accurately orally and in writing to a range of people</p> <p>Able to receive and assess information over the telephone or in person and refer to the appropriate person</p> <p>Able to accurately input data, investigating queries and anomalies as required</p> <p>Take accurate notes and minutes of meetings</p> <p>Able to produce a range of documents and reports using Windows package, Excel spreadsheets and school database functions</p> <p>Take personal responsibility for organising day to day workload</p> <p>Work effectively and supportively as a member of the school team</p> <p>Use own initiative to solve problems and respond proactively to unexpected situations</p> <p>Show sensitivity and objectivity in dealing with confidential issues</p>
<b>Knowledge</b>	<p>Demonstrate a basic understanding of the work of a school</p> <p>Demonstrate a good understanding of the school's Attendance Policy</p> <p>Knowledge and proficiency in a range of computer applications – including Word, Excel, Powerpoint, Outlook, SIMS</p> <p>Demonstrate an understanding of confidentiality, data protection and safeguarding legislation</p>