

**PERSON SPECIFICATION**

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|  | **ESSENTIAL** | **DESIRABLE** |
| Education, Qualificationsand Training | * A GCSE equivalent in Maths and English
* A level 2 qualification in ICT or proven IT skills
 | * Customer services/business administration L3
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| Experience | * Experience of customer facing roles
* Experience of working with members of the public
* Experience of working in a team
 | * Experience in dealing with school students
* Experience in dealing with 16-18 year olds as well as 19 +
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| Particular Skills and Abilities | * Ability to establish rapport with a wide range and variety of people, staff and students
* Excellent organisational skills
* A flexible approach to working hours.
* An ability to multi-task
 | * Ability to analyse and evaluate service provision and report findings
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| Motivation and Personality | * Confidence in dealing with people
* Sensitivity and awareness of people’s needs
* Resilience
* Patience/tolerance
* Rapport with school and college age groups as well as 19+
 | * Sense of humour
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| Circumstances  | * Full, clean driving licence
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