

**PERSON SPECIFICATION**

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|  | **ESSENTIAL** | **DESIRABLE** |
| Education, Qualifications  and Training | * A GCSE equivalent in Maths and English * A level 2 qualification in ICT or proven IT skills | * Customer services/business administration L3 |
| 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 + |
| 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 |
| 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 |
| Circumstances | * Full, clean driving licence |  |