

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE & QUALIFICATIONS	<ul style="list-style-type: none"> • Awareness of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection. • An understanding of office practice and protocol. • Good understanding and ability to use office equipment such as photocopiers. • Good literacy and numeracy competency (evidenced by GCSE Maths and English at grade C or above, equivalent qualifications or experience). • Willing to undertake relevant qualifications, e.g., relevant NVQ Level 2 and/or ensure ongoing professional development. • Able to demonstrate ability to work at a minimum of NVQ Level 2 in business and administration. • Appropriate first aid qualification or willingness to undertake training (where relevant). • Knowledge of good practice/ procedures in regard to ensuring compliance with data protection legislation (GDPR). 	
SKILLS & EXPERIENCE	<ul style="list-style-type: none"> • Able to communicate effectively both orally and in writing. Demonstrates an ability to understand and convey sensitive information effectively. • Strong interpersonal skills, in particular demonstrates empathy and active listening. • Good planning and organisational skills. • Effective use of IT, ideally including management information systems, to support effective delivery of administrative processes. Good working knowledge of Microsoft Office, e-mail, keyboard skills and use of the internet. • Works collaboratively to ensure best outcomes for children. • Adapts practice to meet the needs of the service. • Works effectively with internal and/or external stakeholders. • Self-evaluates learning needs and seeks professional development opportunities. • Good problem-solving skills. • Excellent customer service and interpersonal skills. • Excellent telephone manner and ability to take accurate messages. • Excellent accuracy and attention to detail. • Experience of working in an administrative role and undertaking a range of administrative tasks. • Able to learn, understand and apply relevant working processes and associated systems. • Able to work in a discreet and sensitive manner being mindful of confidentiality at all times. Adheres to strict confidentiality requirements. • Able to work flexibly, be highly organised, respond well to unplanned situations and meet deadlines. • Willingness to work at different CLF sites and attend meetings off site if required. • Able to work well within a team environment but also capable of using own initiative. • Able to provide a welcoming environment. • Able to relate well to children, young people and adults. 	

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PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • A keen interest in working within an education-based environment and commitment to inclusion and acceptance of all. • Patient, calm and able to work under pressure. • Caring and understanding attitude, sensitive and responsive to the needs of children and their parents/ carers. • Emotional intelligence and resilience. • Hard working, flexible and reliable. • Commitment to continuous improvement through professional development, self-evaluation and awareness. • Role model the positive values, attitudes and behaviour expected of students. • Commitment to and able to work in a way that promotes and respects equal opportunities and diversity. • Commitment to and able to work in a way that promotes the safety and well-being of children and young people. • Well-presented and personable. • Calm, patient and diplomatic when dealing with staff, students, parents and visitors. • Articulate with a good standard of spoken and written English. • A passion for working with and supporting children and young people. • Hard working and enthusiastic. • Have a flexible attitude to work. • Approachable and empathetic. • Positive with a 'can do' attitude. • Takes pride in a job well done. 	