

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

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