



Person Specification - Attendance Support Officer

	Essential / Desirable
Qualifications	
English and Maths GCSE	E
A-level or equivalent in a business / administration related subject	D
Expertise / Knowledge	
Awareness of school attendance legislation	E
Previous experience working in an administration role	E
Previous customer service experience	E
Excellent communication skills - both verbal and written	E
Experience working within a school office	D
Skills, Abilities and Attributes	
Demonstrate an understanding of their statutory requirements concerning safeguarding, equal opportunities, health and safety and data protection	E
Ability to prioritise workload and complete all tasks required in a timely manner	E
Competent in using computer systems such as Google, Microsoft Office	E
Demonstrate an organised and effective approach to handling a demanding workload	E
Communicate with people over the phone in an appropriate and engaging manner, effectively answering any questions	E
High expectations of self and professional standards	E
The ability to work as both part of a team and independently	E
Experience of using a school MIS system eg, Arbor, SIMS	D
Willingness to attend training as and when required	E
Clean driving license	E