

Person Specification		
Post title: Customer Support Officer - Main Reception		Grade: C
Establishment: Witton Park Academy		
Requirements (based on the job description)	Essential (E) or desirable (D)	To be identified by: application form (AF), interview (I), task (T), or other (give details)
Qualifications and Experience		
GCSE Grade C or above in English and Maths or equivalent qualification	E	AF,I
Working in a school environment and / or with young people	E	AF,I
Experience of using Arbor MIS system	D	AF,I
Experience of working within customer service.	E	AF,I
Skills and abilities		
Effective working knowledge of Google suite	D	AF,I,
Strong communication skills – written and spoken	E	AF,I,
Ability to work as a part of a team	E	AF,I
Positive and enthusiastic attitude to work	E	AF,I
Ability to work under pressure and meet deadlines	E	AF,I
Ability to plan, prioritise and implement tasks within a set timescale	D	AF,I,
Ability to act in a courteous and polite manner at all times when dealing with children, staff, parents and outside agencies	E	AF,I
To work efficiently, show initiative and be adaptable to change	E	AF,I
The ability to maintain confidentiality at all times	E	I
First Aid trained	D	AF
Other (including special requirements)		
1. Commitment to safeguarding and protecting the welfare of children and young people	E	I
2. Commitment to equality and diversity	E	I
3. Commitment to health and safety	E	I
4. Flexibility to change working days to meet the needs of the school	E	I
5. Commitment to CPD	E	I