



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

PERSON SPECIFICATION

POST TITLE: Attendance and Administration Officer

GRADE: Band 5

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none">• NVQ Level 3 in Business Administration or equivalent qualification in a relevant discipline• 5 GCSE's Grade C or above, or equivalent including English and Maths	<ul style="list-style-type: none">• Relevant community work qualification	<ul style="list-style-type: none">• Application form• Certificates
Work Experience	<ul style="list-style-type: none">• Experience of developing, managing and operating clerical/administrative/financial systems• Experience of using ICT packages such as Microsoft Office and Excel• Experience of liaising with agencies and individuals by both verbal and written communication• Proven experience of working in an admin role in a school/educational establishment• Experience of dealing with complex visitor matters• Experience of managing and monitoring attendance• Experience of working with young people and their parents	<ul style="list-style-type: none">• Experience of using online payment systems such as Parent Pay	<ul style="list-style-type: none">• Application form• Interview• References
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none">• Able to manage a website• Excellent interpersonal skills• Able to communicate clearly, professionally and effectively, both verbally and in writing• Able to multi-task and work under pressure whilst maintaining a high degree of accuracy	<ul style="list-style-type: none">• Knowledge of law relating to school attendance• Knowledge of office procedures relating to an educational environment	<ul style="list-style-type: none">• Interview• References

	<ul style="list-style-type: none"> • Able to use relevant office equipment (keyboard, photocopier) • Awareness of non-attendance issues and resolution processes 		
Disposition	<ul style="list-style-type: none"> • Able to use own initiative and manage a demanding workload with frequently changing priorities • Able to work in a sensitive and discreet manner whilst maintaining confidentiality and the protection of data • Resilient with excellent customer service skills in a frontline position • Flexible in working arrangements • Willingness to undertake training and development • Able to relate well to children and adults • Able to work as part of a team • Able to learn from self-evaluation • Committed to the principles of equality and diversity 		<ul style="list-style-type: none"> • Interview • References
Circumstances	<ul style="list-style-type: none"> • Enhanced clearance from the Disclosure and Barring Service 		<ul style="list-style-type: none"> • DBS check