

**PERSON SPECIFICATION – Business Support Administrator**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	General standard of education to Level 3, including GCSE English and maths at grade 4/C or above	Relevant secretarial or administrative qualification
	Evidence of participation in appropriate training and development	
<b>Expertise/ Knowledge</b>	Evidence of successfully working in an administrative, clerical or secretarial capacity in a customer-focused environment, or able to demonstrate a desire to develop a career in this role.	Evidence of having previously worked with 16-19 year olds
	Ability to maintain clear and accurate digital and manual records	
	Understanding of the administrative support needs of service customers	
<b>Skills/ Competencies</b>	Excellent communication skills, works effectively within a team, see the potential in others and understands the impact of their actions on colleagues	Prior experience with OneAdvanced's 'Pro suite'.
	Demonstrates high levels of professionalism and customer service	
	Good organisational and time management skills	
	Excellent IT skills with the ability to use the full Microsoft Office suite.	
	Ability to perform simple numerical calculations accurately and confidently	
	Ability to provide courteous and high standard of customer service	

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Personal Attributes</b>	Commitment to educational values	
	Commitment to the provision of a high quality, student-centred service	
	Demonstrates a 'can do' outcome focused attitude and approach, is resourceful and works to find solutions	
	Ability to work effectively as a team member	
	Ability to travel between all College sites as required	
	Ability to work flexibly to meet changing needs	
	A pro-active approach to work and problem solving, and the ability to spot and deal with issues as they occur.	
	Commitment to own learning and development	
	Commitment to understand and promote equality of opportunity	
	Commitment to understand and promote safeguarding	
	High level of personal integrity and confidentiality who displays respect and empathy for others and is consistent, open and honest	
	Ability to work on a rota basis to cover opening hours including evenings and occasional weekend working	
	Good record of attendance and punctuality	
	Appropriate professional appearance	

It is recognised that many capable people will not have all the experience and qualifications listed above. You are encouraged to apply if you feel that you can demonstrate the potential to contribute to the College's future success.