

Person Specification

Business Support Officer

Criteria	Essential	Desirable
Qualifications		
Good general standard of education with qualifications to Level 3 Business Administration	x	
First Aid qualification		x
Safeguarding training (e.g., child protection, E-Safety or even DSL training)		x
Experience		
Experienced administrator	x	
Experience of dealing with people in a client-facing environment	x	
Experience of using MIS systems (SIMS, ClassCharts etc)		x
Experience of working with Microsoft packages (Outlook, Word and Excel)	x	
Experience of working in a school		x
Knowledge and Skills		
A logical approach to work and problem-solving	x	
Understanding the service ethic	x	
Clear, professional, and effective verbal and written communication skills	x	
Strong customer service, care, and support	x	
Excellent time management and organisational skills	x	
Excellent IT skills including use of Microsoft Office	x	

Excellent attention to detail with an ability to problem-solve	x	
Ability to manage competing priorities and multi-task when necessary	x	
A flexible approach to the tasks within the role and the requirements of the school	x	
Discretion and the ability to maintain confidentiality on all matters	x	
Personal Qualities		
Good team player with a positive approach	x	
Kindness, patience, and sensitivity	x	
A flexible, calm, and committed approach	x	
Enthusiasm	x	
A willingness to learn and adapt - ready to embrace change/new initiatives	x	