**Person Specification for Reprographics Assistant**

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| Key Criteria | Essential | Desirable | Evidence |
| Qualifications and training | * Good general level of education, including GCSE Grade C or above in English Language, or equivalent * Relevant clerical qualifications and/or several years’ experience | * GCSE Grade C or above in Mathematics, or equivalent * Willingness to undergo further training and development * First Aid qualification | Application/reference/interview |
| Experience | * Previous experience of working in a busy office * Excellent record of dealing with people * Ability to present information to a variety of audiences | * SIMS Experience * Experience of working in a high school | Application/reference |
| Competence | * Ability to provide a very high level of customer service * Ability to work quickly, accurately and on your own initiative * Ability to deal pleasantly and efficiently with enquiries at reception, and on the telephone, from staff, students, parents and other callers/stakeholders * Ability to effectively prioritise tasks * Excellent key board/computer skills * Be absolutely trustworthy and dependable * Find solutions not obstacles * Ability to liaise with people on all levels * Work constructively as part of a team: supporting colleagues, understanding school roles and responsibilities and your own position within these * Effective use of specialist ICT packages * Demonstrate a flexible, positive attitude to new initiatives | * A thorough working knowledge of all aspects of a busy school office and the daily demands put upon it * Knowledge and understanding of the School’s Policies for Behaviour Management, Health & Safety, SEN and Equal Opportunities * Ability to adapt to change and work under pressure | Application/interview |
| Personal qualities | * Excellent with people * Ability to be firm and fair in dealing with young people * Flexible * Obliging * Creative * Efficient * “No excuses” * Team Player * Positive attitude * Insightful * Reflective * Enthusiastic * Honest | * Great to work with | Interview/references |
| Other Requirements | * Good record of health and attendance * Smart appearance |  | References/interview |