**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 |