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HISP Teaching School Hub Administration Assistant

Personal Specification

This person specification is designed to enable potential applicants to determine how well they meet the requirements of the role. It will be used to shortlist applicants and as part of the selection process. **It is not necessary to meet all points listed below to apply. We are very keen to hear from applicants who believe they are, in broad terms, a ‘good fit’ for the role as described.**

**Qualifications & Training**

**Essential**

* 5 Grade 9-4s at GCSE including English and Maths (or equivalent)
* A Levels or an equivalent qualification
* Willingness to complete training and update skills as and when necessary

**Desirable**

* A degree qualification or equivalent
* Evidence of continuous professional development

**Experience and Skills**

**Essential**

* Experience of undertaking a range of administrative duties
* Experience of delivering high-quality front-line customer service
* Experience of working with large data sets and with using management information systems
* Good IT skills
* Highly proficient in the use of Microsoft Office software packages, such as Word, Excel and Outlook and to learn unfamiliar packages quickly and effectively
* Knowledge and experience of using social media platforms
* Exceptional organisational skills
* The ability to prioritise, work efficiently and accurately, particularly under pressure, working to deadlines and using own initiative
* Strong verbal and written communication skills, including accurate use of Standard English
* A sensitivity to the requirements of different audiences and an ability to adapt style appropriately
* Ability to address sensitive matters with a caring manner whilst always maintaining confidentiality
* Excellent interpersonal skills and emotional intelligence, with the ability to interact and communicate effectively with a range of stakeholders over the telephone, by email or in person
* Being available and approachable to staff and stakeholders at all levels with varied knowledge
* Highest levels of integrity and probity and a commitment to highest levels of effort, endeavour and focus on standards

**Desirable**

* Awareness of child protection issue and safeguarding
* Experience of administration within education and knowledge of the educational system
* Experience of using Photoshop and Canva
* Marketing experience

**Personal Attributes**

**Essential**

* Reliable with regards to all aspects of working practice
* Ability to remain patient, calm and customer focused in challenging situations
* Ability to work effectively within a team environment, understanding roles and responsibilities
* Ability to build effective and professional relationships with all stakeholders
* Ability to promote a positive ethos and model positive attributes
* Confident communicator able to use own initiative, with a positive problem-solving attitude
* A strong commitment to HISP Multi Academy Trust’s vision to create and promote supportive environments that eliminate barriers to education and empower individuals
* A strong commitment to HISP Multi Academy Trusts values of; Courage, Ambition, Excellence, Sustainability, Equity, Pupils First
* Commitment to support HISP Multi Academy Trust’s agenda for safeguarding, equality and diversity

**Desirable**

* Flexibility with regards to working hours