

Person Specification

School Clerical & Welfare Assistant

Scale 5

	Essential	Desirable
1. Skills & Knowledge	• Good general level of education, particularly in numeracy and literacy • High level of computer literacy especially MS Word and Excel • Accurate typing skills and high levels of presentation • Good interpersonal skills and a clear, calm and effective telephone manner • Good organisational skills and ability to prioritise workload • Ability to work under pressure and to meet deadlines • Understanding of data protection and confidentiality • Understanding of safeguarding • Advanced first aid qualification	• Knowledge of SIMS software • Knowledge of ParentPay
2. Experience	• Experience of providing effective administrative support either in a school or general office environment • Experience of working with a range of professionals, both face to face and on the phone • Experience of working to deadlines	• Experience of working in a school environment
3. Personal Qualities	• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils • Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school • Ability to work under pressure, stay calm and prioritise effectively • Commitment to maintaining confidentiality at all times • Commitment to safeguarding and equality • Embraces change well	

	• Deals with difficult situations effectively • Well organised with good time management • Ability to build effective working relationships with colleagues • Ability to communicate well with adults and children • Warm and approachable disposition • Ability to work as part of a small team and on own initiative • Ability to multi-task and be flexible • Calm, professional and diplomatic with a sense of humour	
4. Other Factors	• Understanding of Hounslow's Equal Opportunities Policy • Understanding of GDPR requirements and confidentiality issues	• Understanding of nature of special education: SEMH, ASD, ADHD