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|  | Essential | Desirable |
| Experience and Knowledge | * Good working knowledge of the education system * Experience of working with, and   having empathy with, young  people, some of whom may  display challenging behaviour or  be socially or emotionally  vulnerable   * ICT skills to produce correspondence and reports as required * Working knowledge of Microsoft Office tools, as detailed in Job Description. * Experience of office skills to include filing, use of internet, emails, note taking etc. | * Experience of office management * Working knowledge of Arbor * Knowledge/experience of SEND |
| Qualifications and Training | * Level 2 qualifications (5 GCE/GCSE Grade A\*-C or equivalent including English and Mathematics) or evidence of good literacy and numeracy skills * Evidence of further training and/or study | * Arbor training |
| Skills and Abilities | * Excellent interpersonal skills * Well organised and efficient time manager * Ability to relate to all stakeholders * Ability to interact with students * Ability to organise own workload * Ability to work under pressure and to deadlines * Ability to work on own initiative * Flexibility and adaptability to navigate a busy working environment * A good sense of humour |  |
| Other Factors | * A commitment to equal opportunities and safeguarding |  |