

PERSON SPECIFICATION:

Home School Link Officer

Requirements	Essential or Desirable	To be assessed by application form, interview, references and/or selection test
Education/Training		
<ul style="list-style-type: none"> Qualifications or training relevant to the position. 	Desirable	Application/Certificates
<ul style="list-style-type: none"> GCSE at level A-C in English and maths or equivalent 	Desirable	Application/Certificates
Experience		
<ul style="list-style-type: none"> Experience of working in schools in regard to attendance and punctuality 	Essential	Application/Interview
<ul style="list-style-type: none"> Experience of carrying out administrative functions in regard to the role 	Essential	Application/Interview/Test
<ul style="list-style-type: none"> Experience in dealing with parents, the local community and appropriate agencies 	Essential	Application/Interview/Test
Knowledge and Skills		
<ul style="list-style-type: none"> Practical knowledge of a wide range of IT packages including Microsoft Word, Excel, PowerPoint, Publisher, Outlook 	Essential	Application/Interview
<ul style="list-style-type: none"> Practical knowledge of setting up reports, systems, filing, photocopying in relation to the role 	Essential	Application/Interview
<ul style="list-style-type: none"> Knowledge of customer care with the ability to communicate and deal with parents efficiently, politely, tactfully and helpfully 	Essential	Application/Interview
<ul style="list-style-type: none"> Knowledge of using SIMs/SIMs discovery 	Desirable	Application/Interview
<ul style="list-style-type: none"> Knowledge and understanding of the importance of confidentiality when dealing with pupil records and sensitive information 	Essential	Application/Interview

<ul style="list-style-type: none"> • Ability to use own initiative to prioritise and organise workload • Effective communication skills, both oral (in person and over the telephone) and written (including letters, reports, e-mails, minutes) • Ability to communicate effectively at all levels within the Academy, and with parents, visitors and external organisations • Ability to build effective relationships with colleagues and to be an active team member • Ability to demonstrate effective diary management • Ability to act in a tactful and diplomatic way to sensitive issues and communicate effectively in difficult situations 	Essential	Application/Interview
	Essential	Application/Interview/Test
	Essential	Application/Interview
	Essential	Application/Interview
	Essential	Application/Interview/Test
	Essential	Application/Interview
Personal		
<ul style="list-style-type: none"> • Excellent Interpersonal Skills • Team Player • A willingness to be flexible 	Essential	Interview/References
	Essential	Interview/References
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