**Person Specification**

**Centre Assistant**

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

## Essential

Essential criteria are the minimum requirement for the above post.

|  |
| --- |
| Qualifications/ training/registrations Required by law, and/or essential to the performance of the role |
| 1. Minimum of 5 GCSES at Grade C/4 or above including English and Mathematics, or equivalent ability evidenced from ability testing |
| 1. Good standard of numeracy and written literacy skills |
| **Experience** |
| 1. Experience of using a range of IT systems, including Word, Excel, email and databases |
| 1. Experience of working in a customer facing environment |
| 1. Good written/spoken English |
| **Skills, abilities & knowledge** |
| 1. Knowledge of a range of IT systems, including Word, Excel, email and databases |
| 1. Good interpersonal skills |
| 1. Ability to work with minimum supervision and to use initiative |
| 1. Ability to build and sustain good working relationships |
| 1. Ability to retain information and produce accurate/quality work |
| 1. Ability to organise own workload effectively, prioritising tasks and working to defined deadlines |
| 1. Apply confidentiality to all information handled |
| **Behaviours** |
| 1. [Hope](https://www.stosmunds.dorset.sch.uk/web/school_vision_values_and_ethos/552084) |
| 1. [Community](https://www.stosmunds.dorset.sch.uk/web/school_vision_values_and_ethos/552084) |
| 1. [Respect](https://www.stosmunds.dorset.sch.uk/web/school_vision_values_and_ethos/552084) |
| 1. [Love](https://www.stosmunds.dorset.sch.uk/web/school_vision_values_and_ethos/552084) |
| **Other** |
| 1. To be flexible with an adaptable approach to work |
| 1. To undertake training as required |

## Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

|  |
| --- |
| Qualifications/ training/registrations |
| 1. NVQ 2 or equivalent in Customer Services |
| 1. NVQ 2 or equivalent in Administration |
| 1. First Aid at Work |
| **Experience** |
| 1. Previous experience in a similar function |
| 1. Previous experience of customer care |
| 1. Previous experience of financial administration |
| **Skills, abilities & knowledge** |
| 1. Understanding of the work of sports centres |
| 1. Understanding of policy, legislation and developments in the field of work relevant to the function. |
| 1. Knowledge of basic accounting |