

## Senior Centre Support Officer (Exams)

PERSON SPECIFICATION	Essential/ Desirable
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Good standard of education evidenced by GCSEs or equivalent</li> <li>• Level 3 in Customer Service/Business Administration</li> </ul>	E D
<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Accurate data management skills including entry, validation and reporting</li> <li>• Experience of working in a busy office with a strong customer service ethos</li> <li>• Knowledge of working in an education/training environment</li> <li>• Experience of allocating work/leading a function</li> <li>• Experience coaching staff to learn a new task/skill</li> </ul>	E E D D D
<b>Skills</b> <ul style="list-style-type: none"> <li>• Excellent IT skills. Competent in Microsoft Office (Outlook, Word and Excel)</li> <li>• High standards of accuracy and attention to detail</li> <li>• Excellent written and verbal communication skills; presenting information logically and concisely in ways that promote understanding</li> <li>• Good interpersonal skills, confident and professional telephone manner</li> <li>• Organisational and time management skills with the ability to manage and prioritise the work of the team in line with deadlines.</li> <li>• Effective problem-solving techniques</li> <li>• Ability to work effectively with cross-functional teams to achieve common objectives</li> <li>• Ability to identify and develop new processes and train the team</li> <li>• Work collaboratively to ensure regulatory compliance.</li> </ul>	E E E  E E  E E  E E
<b>Personal Attributes</b> <ul style="list-style-type: none"> <li>• The ability to use own initiative and know when to seek advice</li> <li>• Treat people fairly and respectfully</li> <li>• Acts with professional integrity at all times</li> <li>• Committed to high standards of quality and seeks to improve systems and processes</li> <li>• Ability to work effectively when under pressure to achieve tight deadlines</li> <li>• Able to develop and maintain strong, effective and professional working relationships</li> <li>• Committed to continuous self-development</li> <li>• To lead by example with professional behaviours.</li> </ul>	E E E E  E E  E E
<b>Additional</b> <ul style="list-style-type: none"> <li>• Flexibility in working hours if necessary</li> <li>• Capability to work from home if required</li> </ul>	E D