

CENTRE SUPPORT OFFICER

PERSON SPECIFICATION	Essential/ Desirable
Qualifications • Good standard of education evidenced by GCSEs or equivalent • Level 3 in Customer Service/Business Administration	E D
Knowledge and Experience • Accurate data management skills including entry, validation and reporting • Experience of working in a busy office with a strong customer service ethos • Knowledge of working in an education/training environment	E E D
Skills • Excellent IT skills. Competent in Microsoft Office (Outlook, Word and Excel) • High standards of accuracy and attention to detail • Excellent written and verbal communication skills; presenting information logically and concisely in ways that promote understanding • Good interpersonal skills, confident and professional telephone manner • Organisational and time management skills with the ability to manage and prioritise own workloads • Effective problem-solving techniques • Ability to work effectively with cross-functional teams to achieve common objectives	E E E E E E E
Personal Attributes • The ability to use own initiative and know when to seek advice • Treat people fairly and respectfully • Acts with professional integrity at all times • Committed to high standards of quality and seeks to improve systems and processes • Ability to work effectively when under pressure to achieve tight deadlines • Able to develop and maintain strong, effective and professional working relationships • Committed to continuous self-development	E E E E E E E
Additional • Flexibility in working hours if necessary • Capability to work from home if required	E D