

Person Specification

JOB TITLE:	Systems & Monitoring Officer	POST NO:	
GRADE:	8	DEPARTMENT:	Inclusion Services Children's Services
HOURS	37		
DIVISION: Education and Resources	Inclusion Services	DIRECTOR:	<u>Wendi Ogle-Welbourn</u>
DATE:	December 2016	COMPLETED BY:	Katy Blessett

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • High level of working knowledge of Word and advanced Excel. • Working knowledge of what equates to a high level of customer service. 	<p>Knowledge of the SEND code of Practice Knowledge about Education and/or Health and/or Social Care systems and practice</p>
SKILLS & ABILITIES	<ul style="list-style-type: none"> • The ability to manage a small team of people who will be working to statutory deadlines. • The ability to motivate others and implement systems to ensure deadlines are met. • Ability to work within tight statutory timescales and under pressure. • Ability to investigate, problem solve and implement solutions. • A high level of efficiency, accuracy and attention to detail. • Ability to input data correctly and maintain up to date electronic records. 	<p>Ability to effectively communicate with hostile/verbal situations (telephone calls)</p> <p>To be able to understand/empathise with the difficulties faced by pupils, parents and schools</p>

	<ul style="list-style-type: none"> ● The ability to interpret requests for information and present them in a simple, readily understandable manner. ● The ability to produce statistical data in a variety of formats. ● A high level of customer service and interpersonal skills. ● Ability to work in an organised way and within set timescales in order to meet deadlines. ● Highly organised with attention to detail. ● The ability to prioritise. ● The ability to work effectively as part of a team. ● ICT literate. ● Excellent communication skills. ● Ability to work independently. ● Ability to analyse information accurately ● A flexible approach. ● Experience in a customer service role. ● Good typing and word processing skills. ● A strong team worker, co-operative, “can-do” focused and able to use own initiative. ● The ability to conduct training and informal sessions at a group or individual level. ● The ability to remain calm under pressure and deal sympathetically with distressed, agitated or irate clients. 	
<p>EXPERIENCE</p>	<ul style="list-style-type: none"> ● Working within a team. ● Practical experience of Word, Excel and other electronic office applications. ● Used to working towards deadlines. ● Experience of working in a customer service role. ● Experience of dealing with difficult telephone calls and the ability to demonstrate a calm, professional and polite manner. ● Experience of data input and the ability to input this information correctly. 	<p>Delivering customer service within the Public Sector, face to face or on the telephone.</p> <p>Proven database experience with an emphasis on reporting.</p> <p>Experience of analysing trends and recommending measures for improvement.</p> <p>Experience of managing staff.</p> <p>Experience of</p>

		coaching/mentoring new/less experienced staff. Experience of monitoring performance.
QUALIFICATIONS	GCSE grade C or above in English Attainment of a level 3 qualification (eg A levels)	NVQ 2 ICT/Administration or equivalent
PERSONAL CIRCUMSTANCES		
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*