

## CITY COLLEGE PETERBOROUGH

### PERSON SPECIFICATION

**PCC Section:** Peterborough Adult Learning Service / City College Peterborough (CCP)  
**Department:** See attached sheet  
**Job Title:** Reception and Exam Support Officer - Apprentice  
**Post No:**  
**Grade:**  
**Responsible to:** Business Manager and PA to the Vice Principal  
**Responsible for:** n/a  
**Completed by:** Business Manager and PA to the Vice Principal  
**Date:** February 2022

| ATTRIBUTES                    | ESSENTIAL CRITERIA  | DESIRABLE CRITERIA   |
|-------------------------------|---|--|
| <b>KNOWLEDGE</b>              | <ul style="list-style-type: none"> <li>• Understanding of administrative procedures</li> <li>• Understanding of examination processes</li> </ul>  | <ul style="list-style-type: none"> <li>• Understanding of adult education</li> <li>• Knowledge around funding of loans and other learner support</li> <li>• Knowledge of the Matrix standards (IAG)</li> <li>• Understanding of exam rules and regulations</li> <li>• Understanding of exam board websites and portals for inputting of entries</li> </ul> |
| <b>SKILLS &amp; ABILITIES</b> | <p>Proven Ability in:</p> <ul style="list-style-type: none"> <li>• Professional, flexible approach to work</li> <li>• A “can do” attitude</li> <li>• Excellent inter-personal skills – can relate confidently and productively to people of all ages, abilities and diverse backgrounds</li> <li>• Writing clear and grammatically correct English</li> <li>• Use of Microsoft Office Products</li> <li>• Attention to detail</li> <li>• Organization skills and capable of dealing with competing demands on time</li> <li>• Self-starter, able to solve problems in innovative ways</li> <li>• A can-do attitude to work</li> <li>• Putting the College at the heart</li> </ul> |  |

|                                 |  |   |
|---------------------------------|--|---|
|                                 | <p>of everything you do</p> <ul style="list-style-type: none"> <li>• Customer care</li> <li>• Prioritising work and meeting tight deadlines</li> <li>• Patient and calm under pressure</li> <li>• Pro-active team member, willing to help and support colleagues</li> </ul>                    |   |
| <b>EXPERIENCE</b>               | <p>Proven experience of:</p> <ul style="list-style-type: none"> <li>• Working in a busy office environment</li> <li>• Providing high quality administrative support</li> <li>• Providing high quality customer service</li> </ul>  | <ul style="list-style-type: none"> <li>• Experience of working within an examination department</li> <li>• Experience of handling sensitive and confidential information</li> </ul> |
| <b>QUALIFICATIONS</b>           | <ul style="list-style-type: none"> <li>• A good basic standard of education to GCSE</li> <li>• Level 2 Maths and English or equivalent</li> </ul>  | <ul style="list-style-type: none"> <li>• ICT qualification</li> <li>• NVQ in Business Administration</li> <li>• IAG qualification</li> </ul>  |
| <b>EQUALITY AND DIVERSITY</b>   | <p>Candidates must demonstrate proven success in meeting equality objectives and the understanding of, acceptance and commitment to the principles underlying equal opportunities.</p>   |   |
| <b>SAFEGUARDING AND PREVENT</b> | <p>Candidates must demonstrate the understanding of, acceptance and commitment to the principles underlying the organization's Safeguarding and Prevent duties.</p>  |   |
| <b>CUSTOMER CARE</b>            | <p>Proven record in the understanding and practice of effective customer care</p>  |   |
| <b>PERSONAL CIRCUMSTANCES</b>   | <ul style="list-style-type: none"> <li>• Full driving licence and access to a vehicle</li> <li>• Willing to participate in training for professional development</li> <li>• Adaptable and available to work such hours as reasonably necessary for the proper performance of duties</li> </ul> |   |