

## Person Specification

<b>JOB TITLE:</b>	Statutory Assessment and Monitoring Assistant	<b>POST NO:</b>	
<b>GRADE:</b>	5	<b>DEPARTMENT:</b>	Education Directorate
<b>HOURS</b>	37	<b>DIVISION:</b>	SEN and Inclusion Services
<b>TEAM:</b>	Statutory Assessment and Monitoring Service	<b>DIRECTOR:</b>	Carrie Traill
<b>DATE:</b>	March 2025	<b>COMPLETED BY:</b>	Katie Barnett

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Working knowledge of what equates to a high level of customer service.</li> <li>Working knowledge of Word and Excel.</li> <li>Working knowledge of using databases to effectively store and process confidential data</li> </ul>	<p>Knowledge of the SEND code of Practice</p> <p>Knowledge about Education and/or Health and/or Social Care systems and practice</p>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>A high level of customer service and interpersonal skills.</li> <li>Experience in a customer service role.</li> <li>Ability to work within tight statutory timescales.</li> <li>Ability to work in an organised way and within set timescales to meet deadlines.</li> <li>Highly organised with attention to detail.</li> <li>The ability to prioritise.</li> <li>The ability to work effectively as part of a team and show initiative.</li> <li>A team worker who is co-operative with a "can-do" approach.</li> <li>ICT literate.</li> <li>Ability to input data correctly and maintain up to date electronic records.</li> <li>Excellent communication skills.</li> <li>Ability to work independently.</li> <li>Ability to work in a sometimes pressured environment.</li> </ul>	<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>

<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Working within a team and able to work independently, using initiative.</li> <li>• Used to working towards deadlines.</li> <li>• Experience of working in a customer service role.</li> <li>• Experience of dealing with difficult telephone calls and the ability to demonstrate a calm, professional and polite manner.</li> <li>• Experience of data input and the ability to input this information correctly.</li> </ul>	Delivering customer service within the Public Sector
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• GCSE grade C or above in English and Mathematics or equivalent.</li> </ul>	NVQ 2 ICT/Administration or equivalent
<b>PERSONAL CIRCUMSTANCES</b>		
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A & I)	