



Person Specification - Customer Communications Officer

The Futures Trust and President Kennedy School are committed to safeguarding and promoting the welfare of Children and Young People, and expect all staff and volunteers to share this commitment.

Responsible to	Leader of Communications Services
Grade	3 (£17,175 - £18,248 per annum)
Hours	37 hours, Term Time plus 3 week (41 weeks)
Location	Based at President Kennedy School

	Essential Criteria	Desirable Criteria	Measured By
Education and Qualifications	<ul style="list-style-type: none"> Achieved 5 GCSEs or equivalent including English and Maths at Grade C or above. 		Application form
Skills and Abilities	<ul style="list-style-type: none"> Able to communicate effectively both verbally and in writing with a range of audiences. Able to maintain the highest levels of confidentiality and data security. Organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail. Good interpersonal skills and the ability to handle difficult situations in a patient, calm and effective way. Good problem solving and analytical skills. Able to present themselves and the school positively and professionally Able to work with adults and students. Able to work in accordance with the School's 	.	Application form / Interview



	<p>safeguarding policies and procedures.</p> <ul style="list-style-type: none"> • Able to self-evaluate learning needs and actively seek learning opportunities. • Able to work independently and collaboratively to ensure the delivery of agreed workload. • Can interpret and present written and numerical data in formats including spreadsheets and written reports. • Able to consistently produce high quality work and maintain accurate records. • Physically able to carry out the requirements of the role, subject to reasonable adjustments as may be required. 		
Experience	<ul style="list-style-type: none"> • Experience of working with adults and/or students. • Experience of working as a member of a team. 	<ul style="list-style-type: none"> • Experience of using ICT equipment such as telephones and computers / IT packages. 	Application / Interview
Knowledge and understanding	<ul style="list-style-type: none"> • Excellent knowledge of the services that are provided by a school. • Knowledge of Microsoft Office including Word and Excel. • Understanding of how to provide good customer care. • Basic knowledge of equal opportunities in the workplace. 	<ul style="list-style-type: none"> • Knowledge of office procedures. • An understanding of Safeguarding and Child Protection. • Keyboard skills and the ability to undertake training in word processing and database software. • Good communication skills in order to be able to take accurate information from people and give out accurate information over the telephone and in person. 	Application / Interview



Other requirements	<ul style="list-style-type: none"> • A professional role model who is committed to their own professional development and to developing others • Committed to and able to promote the aims of the school and the values of the Trust: Students First, It's about Learning, No Barriers. • Able to work flexibly, is reliable and to attend meetings and INSET days as required • Professional appearance and demeanour • Able to work calmly under pressure and withstand stress • Committed to adhering to the school Support Staff Standards (See attached sheet) 		Application / Interview
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Person specification reviewed by:

Date:



Support Staff Standards

Support Staff at President Kennedy School make the education of students their first concern and are accountable for achieving the highest possible standards in work and conduct. Support staff act with honesty and integrity; have strong specialist knowledge, keep their knowledge as professionals up-to-date and are self-critical and forge positive professional relationships

ST1	Work towards a clearly defined vision for President Kennedy School: <ul style="list-style-type: none"> • Maintain proper and professional regard for the ethos, policies and practices of the school and maintain high standards in attendance, punctuality and dress; • Contribute positively to the change process through a clear understanding of department and whole school development plans; • Ensure a positive attitude towards the wider life of the school and all stakeholders within the community
ST2	Help keep children safe: <ul style="list-style-type: none"> • Have an informed knowledge of Safeguarding procedures and statutory guidance in order to ensure the safety and well-being of all students. Be aware of the named designated person within school • Understand specific policies within your work area that apply to the safeguarding of students, for example, attendance, e-safety, health and safety, disclosures etc. • Attend safeguarding and training and updates as designated by the school
ST3	Support teaching and learning: <ul style="list-style-type: none"> • Provide support to teachers and students to ensure effective teaching and learning • Recognise individuals needs of students and support them to access an appropriate curriculum • Encourage students to develop independent skills and resilience and positive attitudes towards learning



	<ul style="list-style-type: none"> • Ensure the prompt delivery of services that support teaching and learning, e.g. resources, ICT, maintenance of infrastructure and classrooms • Understand your role and recognise the importance of the contribution made by support staff to the success and wider outcomes for students • Embrace the Appraisal process including targets for professional development of leadership (where appropriate) • Support extra-curricular and enrichment activities
ST4	Always take pride in delivering high quality work: <ul style="list-style-type: none"> • Adopt a culture of regular feedback in order to develop performance that consistently meets or goes beyond agreed requirements • Manage your time and workload effectively to ensure efficient service delivery • Take personal responsibility to keep up-to-date with skills and knowledge appropriate to your role
ST5	Work to develop an atmosphere of professionalism and mutual support: <ul style="list-style-type: none"> • Recognise the importance of leadership and work collaboratively to develop a positive working environment • Understand the different roles and skills within the team and work supportively to improve the knowledge and skills of colleagues • Engage in professional dialogue at all times and acknowledge the contribution of all colleagues
ST6	Contribute to positive relationships <ul style="list-style-type: none"> • Interact with, and respond positively to, all students and adults in the school and wider community, including the use of positive verbal and non-verbal communication • Understand the importance of valuing everyone equally • Treat everyone with respect and dignity and adopt a culture of no gossip and positivity in recognition of the achievements of others
ST7	Support the development and effectiveness of work teams: <ul style="list-style-type: none"> • Take an active role in supporting and developing team effectiveness • Share best practice with colleagues through team meetings, training sessions and peer mentoring • Take responsibility for effective communication to enable information to be shared to provide the best possible outcomes for all students
ST8	Competence in the work place: <ul style="list-style-type: none"> • Actively engage in the Appraisal process to develop and demonstrate competence in the workplace • Monitor and challenge any concerns around competence and performance within the school • Undertake role specific training and reflection to improve practice
ST9	Prepare and maintain the learning environment <ul style="list-style-type: none"> • Ensure the learning environment is fit for purpose at all times • Respond promptly to all requests that support teaching and learning • Take responsibility for keeping your own work area clean, tidy and orderly
ST10	Develop and maintain working relationships with other practitioners:



	<ul style="list-style-type: none"> • Work effectively with practitioners from outside agencies supporting their work and using their strengths and expertise to support and develop working practices and procedures within school, e.g. Microsoft, CIASS, Baker Tilley, Fallons • Ensure information shared with practitioners is appropriate and up-to-date
ST11	<p>Contribute to the maintaining of staff/student records:</p> <ul style="list-style-type: none"> • Contribute to the maintenance of staff/student records by updating individual records as agreed with the relevant person within the school • Know, understand and comply with procedures relating to confidentiality