



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	 Achieved 5 GCSEs or equivalent including English and Maths at Grade C or above. 		Application form
Skills and Abilities	 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



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	 safeguarding policies and procedures. 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	 Experience of working with adults and/or students. Experience of working as a member of a team. 	Experience of using ICT equipment such as telephones and computers / IT packages.	Application / Interview
Knowledge and understanding	 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. 	 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



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Other requirements	 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

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: 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: 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: 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





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ST10 Develop and m	d promptly to all requests that support teaching and learning sponsibility for keeping your own work area clean, tidy and orderly



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	 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	Contribute to the maintaining of staff/student records:
	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