



THE HIGHCREST ACADEMY PERSON SPECIFICATION

MEMBER OF ICT SUPPORT TEAM

PERSON SPECIFICATION

Essential

- Ability to organise own work to meet deadlines
- Accuracy and attention to detail
- Customer-focused approach
- Adaptable to change
- Capacity to work under pressure, to show initiative and to successfully deal with set workload
- Stamina and determination to achieve personal and institutional success
- Firm, fair, caring, consistent and non-confrontational approach with staff, visitors and pupils
- Ability to work under own initiative and as a member of a team
- A commitment to the school
- Practical and methodical problem solving skills

Desirable Competencies –

The successful candidate is likely to demonstrate all or most of the following:

- Experience of working in education
- Empathy with, and keenness to contribute to, the aims of the school
- To uphold high standards and to be accountable for their performance
- An ability to provide and follow clear instructions,
- Good use of Initiative, including an ability to anticipate and pre-empt events where possible
- A commitment to providing support, encouragement and feedback
- Respect for others, valuing individuals
- The ability to understand others and create trust
- A shared approach to problem-solving and to achieving goals
- A willingness to adapt to changing needs and circumstances

- Demonstrate enthusiasm and a willingness and interest in learning new skills
- An excellent record of attendance and punctuality

Qualifications and Training

- A good general education to CSE / O / GCSE level or equivalent, including English
- IT qualifications

Experience and Skills

- Confident ICT user
- Customer service
- Working directly with other staff and external agencies
- Experience of working in a customer facing role, including handling a wide range of enquiries particularly by telephone and email

Knowledge

- Good subject area knowledge