Pastoral Support Officer incl. SEND administration

Person Specification

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| Attributes |  |
| General | * Polite and courteous * Confidentiality, discretion, and integrity * Excellent time management, with the ability to prioritise workloads effectively * Strong verbal and written communication skills * Excellent communication and interpersonal skills * Organisational skills |
| Qualifications & Experience | * GCSE / CSE * Conversant in Microsoft Office * Proven on the job experience |
| Relevant Experience | * Experience of working with young people including those who may have sensitive issues, be angry, difficult, or upset * Experience of dealing with parents/carers, outside agencies * Experience of dealing confidently with challenging behaviour * Appropriate experience in administration * Proven track record of working within a team * Excellent IT skills * Knowledge of MIS database * Flexible working and ability to multitask * Understanding and sensitive to others * Keen to develop the role |
| Knowledge, skills, and abilities | * Problem-solving skills and the ability to produce creative solutions to issues * Understanding of young people’s emotional and education needs * Understanding of behaviour management strategies and dealing with confrontational behaviour * An ability to negotiate and set targets * Ability to take responsibility and work with autonomy within set boundaries * Able to work with a team, take direction from others and collaborate effectively Willingness to learn new skills and acquire new areas of knowledge * Ability to plan, organise and prioritise effectively to meet deadlines * Efficient, organised, and meticulous * IT literate with good typing skills and confident using a range of programmes |
| Personal Qualities | * Strong people skills, fair minded and able to communicate well to a variety of audiences * Able to interact effectively with staff, parents, students, and outside agencies * Team player, willing to share in key decision making * Set a good example by one’s own presentation, personal and professional conduct |