

Person Specification

Essential Qualifications

- GCSE English and Mathematics (Grade C/4 or above) or equivalent.
- First Aid qualification or willingness to undertake training.
- Safeguarding training or willingness to undertake training.

Essential Experience

- Experience of office management, administration or operational coordination, within an education setting.
- Experience of working in a customer-facing environment.
- Experience of managing multiple priorities and competing deadlines.
- Experience of supporting learners, customers or service users.
- Experience of maintaining accurate records and administrative systems.

Essential Skills and Knowledge

- Excellent organisational and administrative skills.
- Outstanding communication and interpersonal skills.
- Strong customer service ethos.
- Ability to build positive relationships with a wide range of stakeholders.
- Excellent attention to detail.
- Ability to work independently and use initiative.
- Strong problem-solving skills.
- Confidence using Microsoft Office and digital systems.
- Ability to remain calm under pressure.
- Effective conflict management and de-escalation skills.
- Understanding of confidentiality and data protection requirements.
- Awareness of safeguarding, wellbeing and learner support principles.

Desirable

- Experience within further education, adult education or skills provision.
- Knowledge of Skills Bootcamps, SWAPs or Adult Skills Fund provision.
- Understanding of funding and compliance requirements.

- Experience of working with adult learners.
- Mental Health First Aid qualification.
- Knowledge of health and safety requirements within education settings.

Personal Attributes

The successful candidate will be:

- Highly organised and proactive.
- Approachable, empathetic and supportive.
- Professional and resilient.
- Adaptable and solution focused.
- Confident in dealing with a wide variety of people and situations.
- Committed to delivering an excellent learner experience.
- Passionate about supporting adults to achieve their goals and progress into employment and further learning.