

CERTIFICATION ASSISTANT
PERSON SPECIFICATION

	Essential/ Desirable
Qualifications <ul style="list-style-type: none"> • Good standard of education evidenced by GCSEs or equivalent • Level 2 in Customer Service/Business Administration 	E D
Knowledge and Experience <ul style="list-style-type: none"> • Effective data skills including entry, validation, reporting, proofing and authorising • Experience of working in a busy office with a strong customer service ethos • Knowledge of working in an education or training environment • Experience of working within an Awarding Organisation • Experience of carrying out or supporting audit processes 	E E D D D
Skills <ul style="list-style-type: none"> • High standards of accuracy and attention to detail • Excellent written and verbal communication skills presenting information logically and concisely in ways that promote understanding • Excellent IT skills. Competent in Microsoft Office (Outlook, Word and Excel) • Ability to prioritise, plan and organise day to day activities ensuring efficient and effective performance • Organisational and time management skills with the ability to multitask within a demanding office environment • Good interpersonal skills, confident and professional telephone manner • Effective problem-solving techniques • Ability to work effectively within and between teams to achieve common objectives • Excellent customer service skills 	E E E E E D E E
Personal Attributes <ul style="list-style-type: none"> • The ability to use own initiative and know when to seek advice • Treat people fairly and respectfully • Acts with professional integrity at all times • Committed to high standards of quality and seeks to improve systems and processes • Ability to work under pressure to tight deadlines • Ability to develop and maintain strong, effective and professional working relationships • Flexibility in working hours when necessary • Committed to continuous self-development • Flexible and receptive to change • Creates opportunities to be innovative and think about things differently 	E E E E E E E E D

April 2021