

**Person Specification – Cover Manager / Office Clerk (Dual Role)**

<b>Category</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Qualifications &amp; Training</b>	GCSEs (or equivalent) including English and Mathematics Willingness to undertake relevant training and CPD Willingness to complete Emergency First Aid at Work training	Administrative or business support qualification Training or experience in school systems (e.g. Arbor or similar MIS)
<b>Experience</b>	Experience in an administrative or office-based role Experience managing multiple tasks and meeting deadlines Experience handling confidential/sensitive information Experience communicating with a range of stakeholders	Experience in a school or educational setting Experience organising rotas/schedules/cover Experience using MIS or HR systems (e.g. Arbor, SAMPeople) Experience liaising with external agencies
<b>Knowledge &amp; Understanding</b>	Understanding of administrative systems and procedures Awareness of confidentiality and data protection requirements Understanding of safeguarding and child welfare responsibilities	Knowledge of school operations and cover arrangements Familiarity with safeguarding, health & safety, and equality policies
<b>Skills &amp; Abilities</b>	Excellent organisational and prioritisation skills Strong multitasking ability in a fast-paced environment, team player	Ability to forward plan staffing/cover needs Confidence in guiding and supporting colleagues (e.g. Cover Supervisors)

Category	Essential Criteria	Desirable Criteria
	Ability to make quick, effective decisions High level of accuracy and attention to detail Strong verbal and written communication skills Ability to build positive working relationships Competent IT skills (Word, Excel, Outlook) Ability to coordinate daily cover arrangements efficiently	
<b>Personal Qualities</b>	Reliable, punctual, and dependable Calm and professional under pressure Flexible and adaptable to changing priorities Proactive and able to use initiative Friendly, approachable, and welcoming Commitment to the school's ethos and values	Resilient and able to remain positive under pressure Willingness to contribute to wider school life
<b>Other Requirements</b>	Commitment to safeguarding and promoting welfare of children Willingness to work required hours (including early start from 7:30am) Commitment to equality, diversity, and inclusion	First Aid Qualification