

**THE NORTHERN COLLEGE**

**PERSON SPECIFICATION**

**STUDENT ENGAGEMENT OFFICER**

<b>Category</b>	<b>Essential/ Desirable</b>	<b>Description</b>	<b>Means of Assessment</b>
<b>Experience</b>	<b>Essential</b>	Experience of working with adults in an educational setting and/or community outreach setting	Application Form Interview
		Experience of and commitment to excellent customer care	Application Form Interview
		Experience of providing administrative support	Application Form Interview
		Recent and relevant experience in using databases to input and update records	Application Form Interview
	<b>Desirable</b>	Experience of providing information, advice and guidance	Application Form Interview
		Experience of working in an FE/HE environment	Application Form Interview
		An understanding of curriculum	Application Form
		Experience of working with and/or supporting academic staff	Application Form
<b>Skills &amp; Abilities</b>	<b>Essential</b>	Ability to prepare and write reports for the management team on analysis of student data	Interview Assessment
		Highly-developed interpersonal skills with the ability to build effective working relationships and communicate across all levels of college	Interview Assessment
		Competent in the use of ICT, in particular Microsoft Office software and databases	Application Form Assessment
		Ability to work effectively as part of a team	Interview Assessment
		Ability to solve problems in a constructive manner	Interview Assessment
		Ability to share information using a range of media	Application Form Interview Assessment
		Able to work effectively on own initiative displaying flexibility, creativity whilst keeping detailed records	Application Form Interview Assessment
		Proven planning and organisational skills	Application Form Interview
		Understand the importance of confidentiality and discretion and have the ability to demonstrate tact and diplomacy	Application Form Interview Assessment
		Ability to engage with students and to be a central point of contact	Interview

<b>Training and Education</b>	<b>Essential</b>	Business Admin or Customer Service qualification at Level 3 or equivalent	Application Form
		GCSE Maths and English or equivalent (Grade C or above)	Application Form
		Willingness to undertake training deemed relevant to the post	Application Form
	<b>Desirable</b>	IAG qualification at Level 3 or relevant equivalent qualification	Application Form
<b>Other Requirement</b>	<b>Essential</b>	Willingness to work flexibly in line with Service need which may include some evening and weekend work	Application Form Interview
		Support of the College's mission and values and an ability to build on them	Interview
		An understanding of the importance of safeguarding and a commitment to maintaining a safe learning environment within the College.	Interview
		An awareness of and commitment to the Prevent duty	Interview
		Knowledge and commitment to equality and diversity issues	Application Form interview