

THE NORTHERN COLLEGE

PERSON SPECIFICATION

STUDENT MARKETING AND ENGAGEMENT ASSISTANT

| Category | Essential/ Desirable | Description | Means of Assessment |
|-----------------------------------|---------------------------------|--|---|
| Experience | Essential | Experience of working 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 |
| | Desirable | Experience of working in an FE/HE environment | Application Form Interview |
| | | An understanding of curriculum | Application Form Interview |
| | | Ability to prepare and write reports for the management team on analysis of student data | Application Form Interview Assessment |
| Skills & Abilities | Essential | 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 |
| | | Ability to provide accurate work of a high quality within required deadlines | 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 members of the public and students, build a rapport to promote the work of the college | Application Form Interview |

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| Training and Education | Essential | 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 |
| | Desirable | Marketing qualification | Application Form |
| Other Requirement | Essential | 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 | Application Form interview |