



PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Student Services Centre Senior Advisor (Contact Centre)

Department: Student Administration

| | Essential | Desirable | Tested by (Application form, Interview, Test) |
|---|-----------|-----------|--|
| Knowledge, Education, Qualifications and Training | | | |
| Minimum of 5 GCSE's or equivalent | x | | Application Form |
| Degree or equivalent | | x | Application Form |
| Knowledge and understanding of the HE student life cycle | | x | Application Form/Interview |
| Experience, Skills and Abilities | | | |
| Excellent customer service skills | x | | Application Form/Interview/Test |
| Excellent computing skills and the ability to learn new programmes | x | | Application Form/Interview/Test |
| Experience of writing procedures and using reporting tools | | x | Application Form/Test |
| Experience of using a Customer Relationship Management (CRM) system | | x | Application Form |
| Experience of responding to enquiries and requests from a range of service users | x | | Application Form/Interview |
| Experience of servicing committees | | x | Application Form |
| Experience of working on projects | | x | Application Form/Interview |
| Good oral and written communication skills | x | | Application Form/Interview/Test |
| Excellent organisational skills and ability to work on own initiative | x | | Application Form/Interview |
| Ability to work as part of team | x | | Application Form/Interview |
| Ability to work with accuracy and speed | x | | Application Form/Interview/Test |
| Ability to work under pressure | x | | Application Form/Interview/Test |
| Ability to identify and implement administrative improvements | x | | Application Form/Interview |
| A professional approach and manner | x | | Interview |
| Diplomacy and ability to maintain confidentiality | x | | Application Form/Interview |
| Knowledge of Student Records Systems (preferably Banner) and related systems | | x | Application Form |
| Other requirements | | | |
| Committed to personal development and interested in building a career in academic administration | x | | Application Form/Interview |
| Capable of carrying out the physical duties associated with the post | x | | Application Form |
| Available to work a shift pattern to cover the opening hours of the Student Services Centre. 2018/19 academic year: 8.30am-6.30pm during term-time and 9.30am-5.30pm during vacations | x | | Application Form/Interview |
| Occasional weekend or late evening working, as well as occasional travel to events and other external activities as required | x | | Application Form/Interview |