



## 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 Advisor

**Department:** Student Administration

	Essential	Desirable	Tested by (Application form, Interview, Test)
<b>Knowledge, Education, Qualifications and Training</b>			
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
<b>Experience, Skills and Abilities</b>			
Customer service experience and commitment to providing excellent customer service	X		Application Form/Interview
Excellent computing skills and the ability to learn new programmes	X		Application Form
Good oral and written communication skills	X		Application Form/Interview
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		Interview/Test
Ability to work under pressure	X		Application Form/Interview
A professional approach and manner	X		Interview
Diplomacy and ability to maintain confidentiality	X		Application Form/Interview
Familiarity with Student Records Systems (preferably Banner) and related systems		X	Application Form/Interview
<b>Other requirements</b>			
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