

## 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 & Academic Services, 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
Knowledge and understanding of the HE student life cycle		X	Application form, Interview
<b>Skills and Abilities</b>			
Excellent IT skills and the ability to learn new programmes	X		Application form, Interview
Excellent organisational skills and the ability to work on own initiative	X		Application form, Interview
Ability to work under pressure with excellent attention to detail	X		Application form, Interview
Ability to work as part of a team	X		Application form, Interview
Excellent interpersonal skills including an ability to use tact and diplomacy	X		Application form, Interview
Excellent communication skills (verbal and written)	X		Application form, Interview
<b>Experience</b>			
Familiarity with Student Records Systems (preferably Banner) and related systems	X		Application form
Experience of working in a customer service environment and committed to providing outstanding customer service	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
Available to work a shift pattern to cover the opening hours of the Student Services Centre which prior to the current academic year were: 8:30am until 6:30pm on Mondays, Tuesdays, Thursdays and Fridays and 10:30am until 5:30pm on Wednesdays during term-time and 10:30am-5:30pm during the vacations. The opening hours for the 2020/21 academic year have been reduced to 11am-3pm due to Covid-19 but it is anticipated they will be reviewed and extended for the 2021/22 academic year.	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