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

<table>
<thead>
<tr>
<th>Knowledge, Education, Qualifications and Training</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum of 5 GCSE's or equivalent</td>
<td>X</td>
<td></td>
<td>Application form</td>
</tr>
<tr>
<td>Knowledge and understanding of the HE student life cycle</td>
<td></td>
<td>X</td>
<td>Application form, Interview</td>
</tr>
</tbody>
</table>

### Skills and Abilities

<table>
<thead>
<tr>
<th>Skills and Abilities</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent IT skills and the ability to learn new programmes</td>
<td>X</td>
<td></td>
<td>Application form, Interview</td>
</tr>
<tr>
<td>Excellent organisational skills and the ability to work on own initiative</td>
<td></td>
<td>X</td>
<td>Application form, Interview</td>
</tr>
<tr>
<td>Ability to work under pressure with excellent attention to detail</td>
<td>X</td>
<td></td>
<td>Application form, Interview</td>
</tr>
<tr>
<td>Ability to work as part of a team</td>
<td>X</td>
<td></td>
<td>Application form, Interview</td>
</tr>
<tr>
<td>Excellent interpersonal skills including an ability to use tact and diplomacy</td>
<td>X</td>
<td></td>
<td>Application form, Interview</td>
</tr>
<tr>
<td>Excellent communication skills (verbal and written)</td>
<td></td>
<td>X</td>
<td>Application form, Interview</td>
</tr>
</tbody>
</table>

### Experience

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Familiarity with Student Records Systems (preferably Banner) and related systems</td>
<td></td>
<td>X</td>
<td>Application form</td>
</tr>
<tr>
<td>Experience of working in a customer service environment and committed to providing outstanding customer service</td>
<td></td>
<td>X</td>
<td>Application form, Interview</td>
</tr>
</tbody>
</table>

### Other requirements

<table>
<thead>
<tr>
<th>Other requirements</th>
<th>Essential</th>
<th>Desirable</th>
<th>Tested by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Committed to personal development and interested in building a career in academic administration.</td>
<td>X</td>
<td></td>
<td>Application form, Interview</td>
</tr>
<tr>
<td>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.</td>
<td>X</td>
<td></td>
<td>Application form, Interview</td>
</tr>
<tr>
<td>Occasional weekend or late evening working, as well as occasional travel to events and other external activities as required</td>
<td></td>
<td>X</td>
<td>Application form</td>
</tr>
</tbody>
</table>