

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 Supervisor (Accommodation)

Department: Student Administration

Knowledge, Education, Qualifications and Training Degree or equivalent experience Knowledge and understanding of the HE student life cycle Skills and Abilities Excellent IT skills and the ability to learn new programmes Excellent organisational skills including a proven ability to meet deadlines Application form, Interview Excellent communication skills including experience of drafting procedures and creating or reviewing content for communications Application form, Interview Experience Experience Experience Experience of urnning reports and analysing data Experience of training colleagues or other staff members Application form, Interview Experience of working in a customer service environment and Committed to providing outstanding customer service Other requirements Committed to personal development and interested in building a career in academic administration 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 Mondays, Tuesdays, Thursdays and Fridays and 10:30am until 5:30pm on Mondays, Tuesdays, Intursdays and Fridays and 10:30am until 5:30pm on Mondays, Tuesdays, Thursdays and Fridays and 10:30am until 5:30pm on Mondays, Tuesdays, Thursdays and Fridays and 10:30am until 5:30pm on Medensdays during term-time and 10:30am-5:30pm during the vac	(Accommodation)			
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Covid-19 but it is anticipated they will be reviewed and extended for				
the 2021/22 academic year.	the 2021/22 academic year.			
Occasional weekend or late evening working, as well as occasional	Occasional weekend or late evening working, as well as occasional			
travel to events and other external activities as required X Application form		X		Application form