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

<table>
<thead>
<tr>
<th>Job Title: Student Engagement Officer</th>
<th>Department: Student and Academic Services / Student Engagement &amp; Sport</th>
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</thead>
<tbody>
<tr>
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<td>Person Specification</td>
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</table>

**Education, Qualifications and Training**
- Educated to degree level or relevant experience: X

**Experience, Knowledge, Skills and Abilities**
- Excellent organisational and administrative skills with the ability to prioritise own workload and switch tasks: X
- Excellent communication skills, both written and oral, including the ability to present in front of large audiences: X
- Good numerical and analytical skills in relation to data collection and interpretation: X
- A general understanding of the student lifecycle and challenges around student transition & retention: X
- A good understanding of peer support initiatives and the importance of student voice within an education context: X
- Proven experience of creating content for and/or updating and managing websites: X
- Proven experience of recruiting, training and supervising staff and/or volunteers: X
- Proven experience of managing budgets, both for one-off projects and on-going operations: X

**Personal and Interpersonal Qualities**
- Ability to work under pressure and cope with unpredictable volumes of work and busy periods: X
- A customer service orientation exemplified by a demonstrated ability to build relationships and to work with internal and external stakeholders: X
- Ability to effectively communicate with students and others from a variety of backgrounds: X

**Other requirements**
- Able to work outside normal hours (some evenings & weekends) by prior agreement: X
- Ability to undertake the duties associated with the role e.g. hosting & setting up of events: X