

## 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  
(Enquiry Management)

**Department:** Student Administration

	Essential	Desirable	Tested by Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b>			
Degree or equivalent experience	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 including a proven ability to meet deadlines	X		Application Form/Interview
Ability to work under pressure with excellent attention to detail	X		Application Form/Interview
Excellent interpersonal skills including an ability to use tact and diplomacy	X		Application Form/Interview
Ability to innovate and use creative problem solving techniques to identify and implement improvements in processes to improve efficiency and customer satisfaction	X		Application Form/Interview
Flexibility and proven ability to respond effectively to changing requirements	X		Application Form/Interview
Excellent communication skills including experience of drafting procedures and creating or reviewing content for communications & publications	X		Application Form/Interview

<b>Experience</b>			
Experience of running reports and analysing data		X	Application Form/Interview
Experience of working collaboratively to deliver a service or project	X		Application Form/Interview
Experience of training colleagues or other staff members		X	Application Form/Interview
Complaint handling experience		X	Application Form/Interview
Experience of line management		X	Application Form/Interview
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 due to Covid-19 and team members are currently working from 9am-5pm but it is anticipated this will be reviewed 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