

PERSON SPECIFICATION

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

Job Title: Assistant Manager (Knowledge & Enquiry Management)

Department: Student Services Centre, Student Administration

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Degree or equivalent experience	X		Application Form
Knowledge and understanding of the HE student life cycle		X	Application Form/Interview
Skills and Abilities			
Excellent IT skills and the ability to learn new programmes	X		Application Form/Interview
Excellent organisational skills including a proven ability to meet to deadlines	X		Application Form
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
Commitment to providing outstanding customer service	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 policies and reviewing content for communications & publications	X		Application Form
Proven 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
Experience			
Familiarity with Student Records Systems (preferably Banner) and related systems		X	Application Form

Experience of training staff, line management and managing or leading a team in a customer-focused environment	X		Application Form/Interview
Experience of working collaboratively to deliver a service or project	X		Application Form/Interview
Experience of change and project management		X	Application Form/Interview
Experience of running reports and analysing data	X		Application Form/Interview
Complaint handling experience	X		Application Form
Other requirements			
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