

## Person specification

Job Title:	Department:
<b>STUDENT SERVICES OFFICER</b>	<b>STUDENT SERVICES</b>

<b>Feature Sought</b>	<b>Essential Requirement</b>	<b>Desirable Requirement</b>	<b>Assessment Method</b>
<b>Qualifications</b>	Academic qualifications to GCSE level and above.	Relevant qualifications in administration and IT	Certificates
<b>Experience</b>	Customer facing/customer services experience with admin duties  Working with young people in a supportive role	Previous role in working with young people in education sector, health care or Social Services  Help desk/customer service experience	Questioning and references
<b>Knowledge &amp; skills</b>	Strong communication skills (both written and verbal) - dealing with staff, students, parents and external services  Excellent IT skills – particularly Word, Excel, Outlook  Able to prioritise  Accurate and methodical, with an eye for detail  Numerate  Able to use initiative	Familiarity with Child Protection and Safeguarding  Use of Databases	Questioning and Certificates
<b>Personal Qualities</b>	Organised  Courteous  Confident  Team player  Flexible  Empathetic	Calm under pressure	Questioning  Previous work and scenarios
<b>Motivation &amp; Expectations</b>	Customer service  Task orientated  Student support	Participation in training courses in relevant topics	Questioning and references