

PERSON SPECIFICATION
College Manager, Furness College
Vacancy Ref: N1488

Criteria	Essential/ Desirable	Application Form/ Supporting Statements/ Interview *
Experience of working in a customer facing role, preferably in a student support environment.	Essential	Application Form/ Interview
Excellent communication and interpersonal skills with the ability to communicate appropriately with a range of people from a variety of different backgrounds.	Essential	Application Form/ Supporting Statements/ Interview
Ability to deal with queries, problems or conflict situations quickly and effectively, in a professional and constructive manner.	Essential	Supporting Statements/ Interview
Proven administrative experience, including experience of office management, financial systems, organisation of meetings & minute taking, etc.	Essential	Application Form/ Interview
Experience of working in an area where accuracy and attention to detail are essential.	Essential	Interview
Experience of managing events and activities involving a large number of attendees, and the ability to work outside of normal office hours to cover activities/events when required.	Essential	Application Form/ Supporting Statements/ Interview
A high level of competence in the use of Information Technology within an office environment.	Essential	Application Form/ Supporting Statements/ Interview
Ability to work both independently and as part of a team setting own priorities and working to deadlines.	Essential	Application Form/ Supporting Statements/ Interview
Ability to maintain confidentiality, with an awareness of relevant legislation such as the Data Protection Act.	Essential	Interview
Willingness to participate effectively in staff development activities evidenced by past experience.	Essential	Application Form/ Interview
Experience in managing content for online communications such as eNewsletters, web sites, electronic display screens etc.	Desirable	Application Form/ Supporting Statements/ Interview
IT skills qualification, such as Microsoft Office Specialist.	Desirable	Application Form

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- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.