

PERSON SPECIFICATION
Student Advisory Services Manager
Vacancy Ref: N1919

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
Experience of managing a team and coordinating the work of others.	Essential	Application Form, Supporting Statement, Interview
Experience of project management.	Essential	Application Form, Supporting Statement, Interview
Experience of strong stakeholder engagement.	Essential	Application Form, Supporting Statement, Interview
Excellent customer care skills including the ability to handle complaints in a professional manner.	Essential	Application Form, Supporting Statement, Interview
Experience of handling confidential information and discretion when dealing with sensitive matters	Essential	Application Form, Supporting Statement, Interview
Highly effective interpersonal and communication skills including experience in managing different types of meetings and giving presentation.	Essential	Supporting Statement, Interview
Proven ability to take initiative in organising and prioritising work in a pressured environment.	Essential	Application Form, Supporting Statement, Interview
Ability to monitor, collate, research and analyse data and produce reports, presenting information in an accurate and appropriate format.	Essential	Application Form, Supporting Statement, Interview
Highly-developed digital skills, including supporting web publishing and website development and fully proficiency in MS Office.	Desirable	Application Form, Supporting Statement, Interview
Committed to your own ongoing professional and personal development.	Desirable	Interview
Ability to work flexibly e.g. additional hours at peak periods	Desirable	Interview

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- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Normally used to evaluate factual evidence e.g. 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.