

**PERSON SPECIFICATION**  
**Student Experience Co-ordinator**  
**Vacancy Ref: N1972**

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
To convey an appropriate rationale and interest in applying for this particular post and available to take up the role before the end of September 2019.	Essential	Application form / interview
Experience of offering a high quality support or advisory service; dealing with a wide range of queries and concerns and applying knowledge of GDPR legislation.	Essential	Supporting statements / interview
Proven excellent written and oral communication skills to manage interactions with a diverse client group.	Essential	Supporting statements/ interview
Ability and confidence to work either in a team or with minimal supervision; using own initiative and prioritisation skills to meet deadlines.	Essential	Supporting statements / Interview
Experience of Microsoft applications with an ability to analyse and present data in an accurate and appropriate format.	Essential	Supporting statements / interview
Flexible approach to work, which will include some weekend working or additional hours at busy times of year.	Essential	Interview
Effective numeracy and literacy skills with minimum of GCSE levels Grade C (or equivalent) in both English and Maths.	Essential	Application form
Emotional resilience and ability to work calmly under pressure and contain anxiety in self and others.	Essential	Supporting statements / Interview
Knowledge of the HE context; understanding of academic pressures and context and the support available to students. Broad understanding of student funding. Commitment to ensuring equal opportunities.	Essential	Supporting statements/ Interview
Qualification relating to supporting/empowering young people.	Desirable	Supporting statements
Experience of planning and delivering events.	Desirable	Supporting statements
Experience in establishing and using a broad range of communication media.	Desirable	Supporting statements

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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.