



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be short-listed **solely** on the extent to which they meet these requirements.

**Job Title:** Deputy Head of Student Advice and Engagement Management

**Department/Division:** Student Services Centre, Academic Registrar's Division  
**Accountable to:** Head of Student Advice and Engagement Management

Competency (HERA)	Evidence	E/D
Communication	Proven ability to understand and convey (both in written and oral form) highly complex information in a clear, effective and (where required) sensitive manner to staff and students at all levels and from a wide variety of backgrounds.	E
	Proven ability to write in simple, clear and correct English.	E
	Heightened attention to detail and accuracy.	E
	Proven ability to confidently engage with an audience and convey complex information when meeting with students or delivering presentations.	E
Liaising and Networking	Proven ability to exchange information effectively and accurately with internal and external contacts.	E
	Ability to influence decisions taken by others which fall within the scope of the post.	D
	Membership of relevant sector networks e.g. ICN or AISA	D
Service Delivery	Proven ability to understand and explore the needs of all stakeholders.	E



	<p>Ability to monitor and maintain the quality and consistency of service delivery.</p> <p>Ability to provide information and/or advise on Student visa regulations and associated processes to colleagues and students across the School and, as required, to external enquirers.</p> <p>Ability to empathetically manage boundaries and maintain confidentiality when dealing with complex student cases.</p> <p>Proven experiences to line manage a team of staff with varied roles and conflicting deadline.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Planning and Organising Resources	<p>Ability to plan, prioritise and organise day-to-day work in accordance with agreed objectives.</p> <p>Ability to work to and meet tight or conflicting deadlines.</p> <p>Ability to plan and organised the work of others to achieve team goals</p>	<p>E</p> <p>E</p> <p>E</p>
Initiative and Problem Solving	<p>Proven ability to make constructive operational recommendations to the post's line manager and other senior staff for the improvement of service delivery.</p> <p>Ability to use initiative and judgement to solve day-to-day problems with flexibility, timeliness, and (where required) sensitivity.</p> <p>Ability to deal with and resolve difficult situations.</p>	<p>E</p> <p>E</p> <p>E</p>
Knowledge and Experience	<p>Excellent IT skills – Microsoft Office, PowerPoint, Access, Word, Excel, Outlook</p> <p>Significant relevant experience of working in Higher Education administration.</p> <p>Experience of working within UKVI Student visa compliance/advice.</p> <p>Educated to degree level or equivalent</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>



	<p>experience.</p> <p>Experience of line management.</p> <p>An ability to develop both a comprehensive understanding of the issues, processes and procedures of the role and a good general understanding of other service areas within the SSC and (as appropriate) across the School.</p> <p>A working knowledge of web development.</p> <p>Experience of working with complex student record systems/databases</p> <p>Knowledge of the SITS student record system.</p>	<p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
Other	Willingness and ability to work outside of normal working hours as the service or role demands	E

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.