**Person Specification – Student HUB Manager**

The college is looking for a proactive and dynamic Student HUB Manager to join its learner services team in the Student HUB. Working collaboratively with the Partnership Cluster and curriculum teams to provide a highly effective and dynamic Admissions and Student Services provision at the College. You must be motivated and a self-starter, with attention to detail and customer service a priority.

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|  | **Essential** | **Desirable** |
| **Education, Qualifications and Training** | * Educated to at least Level 3 * GCSE Maths & English or equivalent | * Level 3 Advice & Guidance |
| **Experience** | At least three years’ experience in:   * Management, and * customer service. | * Working in a school/college environment |
| **Particular skills and abilities** | * IT literate with knowledge of MS Office applications * Effective management of people * The ability to build rapport and network with a wide range of people including young people * Ability to initiate new concepts and implement them * Ability to analyse and evaluate service provision and report findings * Organisation and planning * Written and verbal communication * Proofing * Flexible working |  |
| **Motivation and personality** | * Self-motivated * Confidence in dealing with people * Sensitivity and awareness of people’s needs * Resilience * Patience and tolerance |  |
| **Circumstances and health** | * Medical and criminal clearances |  |