**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
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| **Experience** | At least three years’ experience in:* Management, and
* customer service.
 | * Working in a school/college environment
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| **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
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| **Motivation and personality**  | * Self-motivated
* Confidence in dealing with people
* Sensitivity and awareness of people’s needs
* Resilience
* Patience and tolerance
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| **Circumstances and health** | * Medical and criminal clearances
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