

The Northern College
Person Specification
Head of Student Support Services

Category	Essential	Desirable	Evidence
Knowledge and Experience			
Experience of management and leadership within education setting preferably adult education which demonstrable experience of providing high level standards and quality	✓		Application/ Interview
Strong and demonstrable knowledge of Student Support Services within the context of adult education	✓		Application/ Interview
Experience and demonstrable understanding of FE student management systems for example Pro Monitor or Advantage	✓		Interview/Assessment
Demonstrable knowledge of current trends in Student Support Service management and in delivery of best practice models for example, S.E.N.D, Gatsby Benchmarks or Matrix	✓		Application/ Interview
Demonstrable knowledge and understanding of S.E.N.D interventions including current policy relating to EHCP and the impact on student success	✓		Application/ Interview/ Assessment
Demonstrable experience of initial/specialist assessments/attainment tests and interpretation of results to support student success and achievement	✓		Interview/Assessment
Demonstrable understanding of Safeguarding, welfare and Prevent agenda within the context of Further Education and adult learning	✓		Application/ Interview
Demonstrable knowledge and understanding of the Equality Act 2010 and its impact on education	✓		Application/ Interview
Detailed knowledge and understanding of the funding methodology within the context of Further and Higher Education.	✓		Interview/ Assessment
Knowledge and understanding of quality assurance frameworks and is committed to maintaining high standards of service provision.	✓		Interview

Experience of budget planning and maintenance of expenditure across complex teams which demonstrates value for money	✓		Application/ Interview
Skills and Abilities			
Ability to manage, plan, improve and facilitate the learning experience within the context of student support services	✓		Application/ Interview
Demonstrate creative and agile thinking using initiative and analytical thinking skills	✓		Interview/ Assessment
Experience of, and ability to, manage change positively and successfully	✓		Interview
Ability to strategically plan services in response to changing College and stakeholder needs	✓		Application/ Interview
Ability to analyse and evaluate complex data and trends to inform funding audit and College requirements	✓		Interview/ Assessment
Demonstrable ability to work flexibly under pressure and with initiative to meet deadlines	✓		Interview/ Assessment
Strong leadership skills with an ability to inspire others alongside excellent interpersonal and communication skills	✓		Interview
Ability to work in a team and independently	✓		Application/ Interview
Demonstrates an understanding of the importance of corporate marketing within the context of Student support services	✓		Application/ Interview
Awareness of curriculum developments and national agendas which influence the provision of student support services including additional learning support	✓		Interview
Ability to demonstrate effective report writing and presentation skills	✓		Assessment
Ability to work with Microsoft applications and have excellent IT skills	✓		Assessment
Training and Education			
Relevant level 5 or above professional qualification	✓		Application
Level 3 IAG qualification or willingness to achieve	✓		Application
English and Maths at Level 2 or above	✓		Application Form

Assessment Practicing Certificate (APC) Dyslexia		✓	Application
SENCO coordination qualifications		✓	Application
Safeguarding/Prevent qualification		✓	Application
Teaching qualification		✓	Application
Other Requirements			
Awareness of applying appropriate new and digital technology to educational delivery frameworks	✓		Interview
Demonstrable commitment to deliver the highest levels of support service with a proven background in a student service, welfare or additional support environment	✓		Application/ Interview
Clear understanding and competence relating to the practical integration of online advice and guidance	✓		Interview
Awareness of Student Union good practice and constitution		✓	Interview
Understands and can demonstrate the importance of professional internal and external partnerships	✓		Interview
Commitment to the College's mission and values	✓		Application Form
High level of personal integrity, commitment to professional standards and confidentiality	✓		Interview
Willingness to work flexibly including evening and weekend work as required	✓		Application Form