

## Student Engagement Manager

### Person Specification

Attributes	Essential	Desirable
<b>Qualifications</b>	HNC/HND Business or Administrative qualification or equivalent	A degree or SCQF Level 9 qualification
<b>Experience</b>	<p>Demonstrable track record in delivering high-quality administrative duties and organisational skills.</p> <p>Experience of producing communications, suitable for a range of stakeholders, adjusting the level of formality as appropriate (e.g. formal report writing, newsletter items, social channel posts, digital posters etc.)</p> <p>Experience within a similar customer focused role.</p>	FE/HE sector experience
<b>Skills/Knowledge</b>	<p>Excellent IT skills including MS Office</p> <p>Ability to work collaboratively with students, staff and associated stakeholders</p> <p>Demonstrate a positive customer-focused attitude</p> <p>Demonstrate an empathetic and understanding approach when working with diverse range of individuals from varied backgrounds.</p>	Knowledge of current legislation and national guidelines.

<b>Other</b>	Commitment to promoting equality and diversity  Ability to manage a workload effectively and prioritise tasks  Flexibility and adaptability in a dynamic educational environment	Enthusiasm for continuous professional development  Ability to work independently and as part of a team
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