

Student Engagement Manager

Person Specification

Attributes	Essential	Desirable
Qualifications	HNC/HND Business or Administrative qualification or equivalent	A degree or SCQF Level 9 qualification
Experience	<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
Skills/Knowledge	<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 emphatic and understating approach when working with diverse range of individuals from varied backgrounds.</p>	Knowledge of current legislation and national guidelines.

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