Strong organisational skills to deliver operations efficiently and effectively to agreed service standards
Works in a professional manner in line with University values and the Service vision
Applies learning from continuing professional development to benefit self, the Service and its users
Demonstrates a flexible approach and adapts to Service requirements
Seeks, uses and shares information and data to improve performance

Collaboration, Support and Communications

High levels of written and spoken communication skills, to share information and respond appropriately to communications
Understands and responds to student needs and provides effective pastoral support
Helps all types of student to seek out opportunities to enhance the student experience
Develops strong working relationships with team members, Service and academic colleagues and other partners

Service Knowledge and Delivery

A broad understanding of the Service, its functions and the environment in which it operates
Aware of good practice standards for Service processes and how to apply them
Detailed knowledge of Service functions and high levels of competency by those responsible for delivering systems and processes
High levels of knowledge and skills to support and educate colleagues about the Service, its functions, systems and processes

Personal and Professional Effectiveness

Leadership and Management

Building self-awareness
Working with others
Building future success

The skills and knowledge required for a sector-leading Student Education Service

Working together to deliver an exceptional student experience

Student Education Service