



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



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

Leadership and Management



Building self-awareness

Working with others

Building future success

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