

Person Specification – Student Services Manager

	Essential	Desirable
QUALIFICATIONS /EXPERIENCE	GCSE Maths and English (Grade C and above) or equivalent	Experience of working in an educational establishment, ideally in a role interfacing directly with students.
	Current or recent (within the last 2 years) experience in the pastoral care of school age students.	
		Experience of liaising with external organisations and the public.
SKILLS AND KNOWLEDGE	An understanding of safeguarding considerations for all our students	Experience of working administratively in Arbor
	Good IT skills on Microsoft Office and a willingness to train on bespoke school systems	Have experience in or hold a current certificate in mentoring, counselling and restorative practices.
	Written- Ability to write event reports, letters and emails	Hold a current First Aid qualification
	Verbal- Ability to communicate very effectively with students, staff and parents	
	Good time management skills and the ability to manage own time effectively	
	Ability to lead and influence people and act as a good role model for students in all areas of your personal presentation	
	Ability to cope with conflicting demands, deadlines and interruptions	
	Ability to be proactive and prioritise work.	

	Excellent organisational skills	
	Have strong interpersonal skills	
	Ability to use initiative to deal with telephone calls and staff queries in a professional manner	
	Respond quickly and effectively to many and varied situations	
	Work effectively as part of a team. Ability to be an effective team player	
	Able to take initiative when appropriate and work independently	
	Interest in own personal development and a willingness to undertake further training	
	Must be willing to work in a developing and pressured environment in order to meet the needs of the school	
ATTITUDE	A commitment to supporting and improving the behaviour, and consequently the learning, of all groups of our students	
	An empathetic nature which results in a calm but firm approach with young people	
	Excellent attendance and punctuality	
GENERAL	Confidentiality/Data protection- to understand and comply with procedures and legislation relating to confidentiality and data protection	

We welcome applications regardless of age, gender, ethnicity or religion. The school is committed to safeguarding and promoting the welfare of our staff and students and we expect all applicants to share this commitment. Appointments will be subject to an enhanced DBS disclosure.