

Personal Specification – Student Welfare Officer

| | Essential | Desirable |
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| Qualifications | <p>Educated to GCSE level C or above (or equivalent).</p> <p>First Aid Qualification or willingness to train</p> | |
| Relevant Experience | <p>Relevant experience working in a customer focussed environment.</p> <p>Track record of working effectively and reliably to deadlines.</p> <p>Experience of working with external partners, maintaining positive relationships.</p> <p>Proven experience of working under pressure.</p> | <p>Experience of working within a school setting.</p> |
| Knowledge and understanding | <p>Ability to sustain a welcoming environment where students feel able to come knowing that their needs, however small, will be met with understanding and compassion.</p> <p>Desire to combine an administrative role with working with young people, be calm and patient and able to work under pressure</p> | <p>Knowledge of the range of additional support available to students in school.</p> |
| Skills and aptitudes | <p>Innovative and forward thinking.</p> <p>Strong listening / intervention skills.</p> <p>Ability to remain positive under challenging circumstances.</p> <p>Ability to communicate effectively with members of staff, students and parents.</p> <p>Ability to work independently and as part of a team.</p> <p>Strong organisation, time management and interpersonal skills.</p> <p>The ability to liaise with and gain the confidence of staff.</p> <p>Knowledge and understanding of strategies to remove barriers to learning.</p> <p>Good ICT skills.</p> <p>The ability to work flexibly.</p> <p>The ability to find creative and imaginative solutions to problems.</p> | <p>An eagerness to gain experience, expertise and professional development through this position.</p> <p>A commitment and enthusiasm for the role.</p> <p>Adaptability and a professional approach to the responsibilities of the role.</p> |

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| Special Requirements | <p>Enhanced DBS clearance</p> <p>Compliance with all School and Trust policies</p> <p>Safeguarding and promoting the welfare and success of all students and young people.</p> <p>The implementation of equal opportunities practice.</p> <p>Promoting the stated aims and policies.</p> | |