



**Person Specification – Student Support Officer**

	<b>Essential (E)/ Desirable (D)</b>	<b>How assessed Application (A) Interview (I)</b>
<b>Education, professional training, and qualifications</b>		
Hold a degree in a relevant discipline	E	A
Have practical experience of student support, preferably in Higher Education	E	A
Be qualified to or be willing to work towards a qualification in Specific Learning Difficulties (SpLD) or neurodiversity	D	A/I
Hold appropriate teaching/training qualifications and experience	D	A
Willingness to engage in further training relevant to the role	E	A/I
<b>Experience and specialist knowledge</b>		
Experience working within the higher and/or further education sector	E	A/I
Understanding of diversity and inclusion issues within higher education	E	A/I
Experience of supporting students from a range of backgrounds, with varying needs including those with neurodiversity.	E	A/I
Experience of supporting students in using the Harvard method of referencing	D	I
Experience of working with a VLE	D	A
Training and/or experience in mediation skill	D	A
<b>Skills and abilities</b>		
Training in skills relevant to supporting students	D	A
Excellent written and oral communication skills	E	A/I
Computer confident with good IT skills using Microsoft Office	E	A/I
High level of attention to detail	E	A
Excellent interpersonal skills, able to build rapport when meeting new people	E	I
Highly effective organisational and time management skills	E	A/I
Proactive team player	E	A/I
Ability to work collaboratively across boundaries in partnership with colleagues	E	I
Ability to work in and adapt to a fast-paced environment	E	A
Ability to problem solve and develop solutions	E	I
<b>Personal qualities</b>		
Ability to manage change positively	E	I
Discreet and can maintain confidentiality	E	I
Can act on own initiative within specified boundaries	E	A
Proactive in pursuit of work to its completion	E	I
Flexible in approach to work	E	I
Cares and demonstrates a commitment to the success of learners within a safe and positive learning environment	E	I

Demonstrates a commitment to supporting a customer focussed and student-centred learning experience	E	I
Possess well-developed interpersonal skills and can communicate effectively and appropriately with people from a wide range of backgrounds with a caring and professional manner	E	I
Demonstrable commitment to equality of opportunity and the ability to challenge behaviours which do not positively advance the diversity agenda	E	I
Demonstrable experience of representing the values of an organisation in daily life	E	A/I
Demonstrable experience of upholding the values of Norland and the Norland Code of Professional Responsibilities	E	A/I
Demonstrates a positive attitude, professionalism, passion and energy	E	I
Demonstrates willingness to immerse into the life and culture of Norland	E	I
Motivated and committed to continuous improvement for self and colleagues	E	A/I
Willingness to become part of the Norland community by engaging and participating in Norland-wide activities and being a positive role model to others	E	A/I
<b>Unusual post requirements</b>		
Occasional Saturday working to cover Norland open days and other events	E	A