

MAGDALEN COLLEGE SCHOOL

STUDENT SERVICES MANAGER PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<ul style="list-style-type: none"> ▪ Educated to at least A Level or equivalent standard including good grades at GCSE English & Maths or equivalent 	<ul style="list-style-type: none"> ▪ Further or Higher Education qualifications
Experience and Knowledge	<ul style="list-style-type: none"> ▪ Significant experience of working with young people in a school environment ▪ Good awareness of Child Protection and Data Protection policies and procedures 	<ul style="list-style-type: none"> ▪ Demonstrable experience of delivering individual or group-based support ▪ Knowledge of available support services and referral routes ▪ Awareness of the legislation affecting school attendance requirements
Ability and Skills	<ul style="list-style-type: none"> ▪ excellent communication skills ▪ excellent interpersonal skills with the ability to influence and negotiate in challenging situations <p>Ability to</p> <ul style="list-style-type: none"> ▪ relate to young people and adults in an empathic manner ▪ develop a rapport with pupils and their families ▪ deal with difficult situations and/or individuals in a calm, fair but effective manner ▪ deal with sensitive issues in a confidential manner ▪ support learning by giving constructive feedback and coaching ▪ communicate effectively, face to face or by telephone, with children/parents/head teachers/social workers etc. ▪ write reports and letters ▪ prioritise workloads and work to deadlines ▪ work as part of a team and use own initiative when required ▪ work flexibly and manage own time to best effect ▪ report and account to line manager as appropriate ▪ maintain an effective record keeping system ▪ undertake relevant training ▪ This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 	<ul style="list-style-type: none"> ▪ First Aid Qualification
Equal Opportunities	<ul style="list-style-type: none"> ▪ Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs 	