



PERSON SPECIFICATION

Student Support Centre Manager

	Essential	Desirable
QUALIFICATIONS		
Relevant GCSEs or equivalent (inc English and Maths as C grade or better)	✓	
Qualified Teacher Status		✓
Higher education qualifications in a related degree		✓
Formal training in behaviour management		✓
Counselling qualification		✓
EXPERIENCE, KNOWLEDGE AND UNDERSTANDING		
Experience of working in a secondary school	✓	
Experience of working with young people with challenging behaviours	✓	
Knowledge and understanding of issues and strategies to support mental health in young people	✓	
Experience of implementing behaviour management strategies to resolve challenging behaviour	✓	
Experience of using SIMs		✓
Experience of developing banks of educational resources		✓
Thorough knowledge of ICT software and applications.	✓	
Ability to cope securely with subject related questions	✓	
Ability to motivate and re-engage disaffected students.	✓	
Ability to instill positive behaviour for learning in students.	✓	
Ability to use, and a knowledge of a range of strategies to support students in overcoming issues which act as barriers to their learning and behaviour	✓	
Knowledge and understanding of issues facing an inner-city community	✓	
Knowledge of external support available to students		✓
Ability to prepare and present information to parents, senior leaders and governors targeted to the audience.	✓	
Ability to understand which tasks will challenge students to ensure high levels of student interest.	✓	
Ability to set clear targets for students' learning.	✓	
Understanding of child protection and safeguarding	✓	
PERSONAL ATTRIBUTES		
The ability to promote and maintain quality control in all aspects of work	✓	
Team player with energy, commitment, enthusiasm and perseverance.	✓	

Excellent organisational skills	✓	
Positive collaborative working practices		
Ability to represent the Academy and Trust in a professional manner with a calm, tactful and responsible attitude.	✓	
Excellent communication skills both written and oral appropriate for the target audience	✓	
Sensitivity and Tact	✓	
Ability to be both constructive and critical	✓	
Ability to provide a deliver effective customer care	✓	
Evidence of a commitment to equality and diversity policies and an understanding of their effective operation within an institution.	✓	
Ability to prioritise workloads and to work to given deadlines	✓	
Ability to adapt change within the working environment	✓	
Ability to maintain confidentiality	✓	