

Learner Engagement Officer

	PERSON SPECIFICATION A = Application I = Interview	Essential or Desirable (E or D)	Method of Assessment
Skills and Attributes			
1.	Ability to relate and empathise with students in need of support and to develop trusting and respectful relationships with them		
2.	Excellent interpersonal and communication skills, written and verbal.	E	A, I
3.	Commitment to the development of every learner to support them in their aspirational goals	E	A, I
4.	Competent in IT with excellent administrative and organisational skills	E	A, I
5..	Strong understanding of the barriers learners face, including mental health, financial hardship, and safeguarding	E	A, I
6..	Ability to work as part of an effective team and as an individual	E	A, I
7..	Ability to organise and arrange own workload to ensure deadlines are met and urgent cases are prioritised	E	A, I
8..	Commitment to inclusivity in the workplace.	E	A, I
10.	Good analytical and report writing skills	E	A, I
11.	Proactive and confident in approaching and engaging students	E	A, I
Experience			
12.	Experience of using positive strategies to overcome barriers to learning	E	A, I
13.	Familiarity with the principles of early help, safeguarding and student welfare in an FE context	E	I
14.	Experience of making external referrals and liaising with external agencies	D	A, I
15.	Proven track record of setting and achieving challenging improvement targets	E	A, I
16.	Ability to deal with sensitive and challenging situations/individuals including people presenting with emotional wellbeing difficulties.	E	A, I

Education			
17.	Level of Maths & English Qualifications relevant to the post (Level 2 minimum)	E	A, I
18.	Safeguarding training at Level 2	D	A, I
19.	Willingness to undertake further training	E	A, I