

Learner Engagement Officer

PERSON SPECIFICATION		Essential or Desirable (E or D)	Method of Assessment
A = Application I = Interview			
Skills and Attributes			
1.	Ability to relate and empathise with students in need of support and to develop trusting and respectful relationships with them	E	A, I
2.	Excellent interpersonal and communication skills, written and verbal.	E	A, I
	Commitment to the development of every learner to support them in their aspirational goals	E	A, I
	Competent in IT with excellent administrative and organisational skills	E	A, I
	Strong understanding of the barriers learners face, including mental health, financial hardship, and safeguarding	E	A, I
	Ability to work as part of an effective team and as an individual	E	A, I
	Ability to organise and arrange own workload to ensure deadlines are met and urgent cases are prioritised	E	A, I
	Commitment to inclusivity in the workplace.	E	A, I
	Good analytical and report writing skills	E	A, I
	Confident in initiating conversations with learners, building trusting relationships and addressing barriers to engagement.	E	A, I
	Ability to use attendance, engagement and wellbeing information to identify learners requiring support and intervention.	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	A, I

14.	Experience of working collaboratively with internal and/or external agencies to support vulnerable learners.	E	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
	Experience of identifying emerging learner concerns and using early intervention approaches to improve attendance, engagement or wellbeing.	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