



PERSON SPECIFICATION

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| POST | RETENTION OFFICER | DEPT | ENGLISH AND MATHS |
| GRADE | ADMIN AND SUPPORT | REF NO | 032-19 |

| EDUCATION / TRAINING | | CRITERIA ESSENTIAL (E) DESIRABLE (D) | MEASURED BY INTERVIEW (I) APPLICATION (AF) ASSESSMENT CTRE (AC) PRESENTATION (P) |
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| GCSE maths and English (Grades A-C) or equivalent | | E | AF |
| RELEVANT EXPERIENCE | | | |
| Experience of working with young people and groups of young people in an educational setting. | | E | AF/I |
| Experience of supporting learners to improve their attendance. | | E | AF/I |
| Experience of using a range of computer packages including Word, Excel, database, email and internet. | | E | AF/I |
| RELEVANT KNOWLEDGE/ SKILLS & APTITUDES | | E / D | MEASURED BY |
| An empathetic approach to working with young people. | | E | AF/I |
| Knowledge of the impact of attendance on learning. | | D | AF/I |
| Excellent communication skills. | | E | AF/I |
| To be able to work as part of a team to achieve the best results for young learners. | | E | AF/I |
| Experience of providing an excellent customer service. | | E | AF/I |
| The ability to build relationships and to deal with learners and families in sometimes challenging situations. | | E | AF/I |
| The ability to remain calm under pressure. | | E | AF/I |
| The ability to encourage, challenge and inspire young people. | | E | AF/I |
| SPECIAL REQUIREMENTS | | E / D | |
| The successful post holder would be expected to have a flexible approach to their work. | | E | AF/I |
| The successful applicant will need to have a DBS check to work in the College environment. | | E | AF/I |
| The post holder would be required to demonstrate discretion and maintaining confidentiality. | | E | AF/I |

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| Must be willing to undertake appropriate training and development in order to meet the requirements of the college. | E | AF/I |
| Awareness of health and safety requirements. | E | AF/I |
| Commitment to the principles of valuing diversity and equal opportunities. | E | AF/I |
| Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. | E | AF/I |