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**PERSON SPECIFICATION**

**Chancellor’s Wharf Accommodation Officer**  
**Vacancy Ref:** **1200-24**

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| **Criteria** | **Essential/ Desirable** | **Application Form / Supporting Statements/ Interview \*** |
| Demonstrable confidence and ability to work with minimal supervision and using own initiative across a range of tasks. | Essential | Supporting statements / Interview |
| Experience of delivering a friendly and professional front line customer service; dealing with a wide range of queries and concerns and applying knowledge of Data Protection legislation. | Essential | Supporting statements / Interview |
| Excellent interpersonal and communication skills and the ability to work in an advisory capacity; demonstrating a strong understanding of and empathy with student issues. | Essential | Supporting statements/ Interview |
| Experience of Microsoft applications, computerised management systems, database and spreadsheet packages. | Essential | Supporting Statements/ Application Form /Interview |
| Effective numeracy and literacy skills (with GCSE Grade C or above or equivalent in both Maths and English) | Essential | Application Form |
| Ability to work as part of a team and have a flexible approach to work which will include weekend working or additional hours at busy times of year. | Essential | Interview |
| Excellent organisational skills with relevant administrative experience, demonstrating an ability to prioritise workload. | Essential | Supporting Statements/ Interview |
| Understanding of Health and Safety in the context of student accommodation. | Desirable | Supporting Statements/ Interview |
| To convey an appropriate rationale and interest in applying for this particular post. | Essential | Application Form / interview |
| Ability to make a pro-active contribution to the continuous improvement of systems and procedures. | Desirable | Supporting Statement / Interview |
| Commitment to ongoing personal development and training. | Desirable | Interview |
| Experience of organising and delivering events. | Desirable | Supporting statements |

* **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
* **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
* **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.