

**PERSON SPECIFICATION  
STUDENT SUCCESS ASSISTANT  
SOCIAL MOBILITY AND STUDENT SUCCESS**

Criteria	Essential/ Desirable	* Application Form/ Supporting Statements/ Interview
Relevant administration qualifications OR demonstrable relevant office/customer service work experience.	Essential	Application Form
Proven and demonstrable experience of providing high quality administrative support in a busy environment.	Essential	Supporting Statement/Interview
Ability to deal with a wide range of people in a face-to-face situation, via email and over the telephone, demonstrating a strong understanding of excellent customer service.	Essential	Supporting Statement/Interview
GCSE grade C/3 (or equivalent) English and Maths.	Essential	Application Form
Ability to plan and prioritise workloads in order to meet deadlines.	Essential	Supporting Statement/Interview
Excellent accuracy and attention to detail.	Essential	Supporting Statement/Interview
Ability to deal with sensitive and confidential information.	Essential	Supporting Statement/Interview
Experience in using a range of IT packages, specifically Microsoft Excel, Word, Microsoft Outlook and other Windows applications to continuously improve processes.	Essential	Application Form/Interview
Pro-active & self-motivating.	Essential	Supporting Statement/Interview
Able to convey an appropriate rationale and interest in applying for this particular post.	Essential	Supporting Statement/Interview
Detailed knowledge of academic work/operation of the university.	Desirable	Supporting Statement/Interview

- **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 as part of their application 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.