

**PERSON SPECIFICATION  
Welcome Desk Assistant  
Vacancy Ref:**

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| **Criteria** | **Essential /Desirable** | **\*Application Form/**  **Supporting Statements/**  **Interview** |
| Experience of delivering excellent frontline customer service, dealing with a range of queries / concerns in a professional manner. | Essential | Supporting statement/ Interview |
| Experience of prioritising workload to meet competing deadlines without close supervision. | Essential | Supporting statement/ Interview |
| Strong IT skills with experience in using a range of IT packages. | Essential | Application form |
| Ability to work in a team and have a flexible approach to work. | Essential | Supporting statement/ Interview |
| Effective numeracy and literacy skills with a minimum of GSCE Grade C (or equivalent) in both Maths and English | Essential | Application form |
| Able to convey an appropriate rationale and interest in applying for this particular post | Essential | Application form/ Interview |
| Able to demonstrate commitment to organisational policies, values and standards | Essential | Supporting statement/ Interview |
| Willingness to undertake training to improve skill base or adapt to changing circumstances. | Desirable | Supporting statement/ Interview |
| Experience of administrative processes in a busy office environment | Desirable | Application form/ Interview |
| Flexibility to adapt to reactive issues and changing workloads. | Essential | Supporting statement/ Interview |
| Ability to develop productive relationships with a range of stakeholders and relate to people at all levels. | Essential | Supporting statement/ Interview |
| Good communication skills and motivated to ensure that the experience of each customer is positive and satisfactory. | Essential | Supporting statement/ Interview |
| Ability to deal with sensitive and confidential information. | Essential | Interview |
| A strong commitment to working in a democratic and student-led environment. | Essential | Interview |
| Commitment to the principles and practice of equal opportunities | Essential | 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 e.g. 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.