

PERSON SPECIFICATION
Counselling and Mental Health Service Receptionist/Administrator
Vacancy Ref: N1327

Criteria	Essential/ Desirable	Application Form/ Supporting Statements/ Interview *
Excellent interpersonal and communication skills. Ability to communicate sensitively with broad range of people, eg distressed students, staff within team and the wider University, concerned parents, and to interpret poorly communicated problems.	Essential	Application form, Supporting Statements, Interview
Excellent customer care skills and recent relevant experience in a customer orientated role	Essential	Application form, Supporting Statements, Interview
Strong administrative and organisational skills with experience of prioritising a range of tasks and working to deadlines	Essential	Application form, Supporting Statements, Interview
Ability to work within a therapeutic team, setting realistic expectations and maintaining role boundaries with student clients, colleagues and others.	Essential	Application form, Supporting Statements, Interview
Ability to work under emotional as well as time pressure, to prioritise, multi-task and work on own initiative when needed	Essential	Application form, Supporting Statements, Interview
A creative and proactive approach to preventing and solving problems. Ability to decide on the most useful immediate information and guidance to offer clients and others, and to judge when to refer cases to others.	Essential	Application form, Supporting Statements, Interview
Knowledge of the university environment and/or a clinical service	Desirable	Application form, Supporting Statements, Interview
Awareness of cultural differences and student needs, and tact and sensitivity in dealing with them	Essential	Application form, Supporting Statements, Interview
Excellent IT skills, with experience of using databases/systems for data recording, Word, Outlook, Excel, Powerpoint and the Internet.	Essential	Application form, Supporting Statements, Interview
Qualifications in English and Maths, at least equivalent to GCSE pass	Essential	Application form
Willingness to undertake training to improve skill base or adapt to changing circumstances	Essential	Interview

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- **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 or presentation etc.