

PERSON SPECIFICATION
Disability Service Administrative Assistant
Vacancy Ref: N1480

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
Effective numeracy, literacy and word processing skills (GCSE Maths and English and ECDL, or equivalent).	Essential	Application Form
Experience of acting as a friendly and professional first point of contact for people with a wide range of queries/concerns.	Essential	Supporting Statements / Interview
Experience of providing guidance and support (one-to-one or in groups session) on sensitive and difficult issues in an approachable and professional manner.	Essential	Supporting Statements / interview
Ability to co-operate and work sympathetically as part of a team while remaining flexible and adaptable to changing working demands and environments.	Essential	Interview
Experience of effectively undertaking complex administrative processes and use of IT systems (including MS Office and financial computer systems) to maintain records, to assimilate, analyse and present data and to support service delivery	Essential	Application Form / Supporting Statements / Interview
Ability to present information in an accurate and appropriate format in a variety of media.	Essential	Application Form
Ability to plan and prioritise workload to meet competing deadlines without close supervision.	Essential	Supporting Statements/ Interview
Ability to act on initiative and to be proactive in identifying opportunities and solutions.	Essential	Supporting Statements/ Interview
Experience of maintaining website maintenance and virtual learning environments	Desirable	Supporting Statements/ Interview

To convey an appropriate rationale and interest in applying for this particular post within a Higher Education Environment.	Essential	Application Form / Supporting Statements
Awareness and understanding of the needs of students with a range of disabilities, current disability legislation and funding streams.	Desirable	Interview
Ability to work additional hours at peak periods and some weekends for occasional additional events and activities outside of normal working hours.	Essential	Application Form/ 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, presentation etc.