

PERSON SPECIFICATION
Personal Assistant
Ref: N1911

Criteria	Essential/ Desirable	Application Form/ Supporting Statements/ Interview
Effective numeracy, literacy and word processing skills (e.g., GCSE Maths and English, RSA2/CLAIT word processing or equivalent qualifications or experience)	Essential	Application Form/ Interview
The ability to manage, forward plan and prioritise competing demands on Director schedules.	Essential	Supporting Statements/ Interview
The ability to present information in an accurate and appropriate format, both verbally and over email.	Essential	Application Form/ Interview
Experience of prioritising workload to meet competing deadlines	Essential	Supporting Statements /Interview
Advocate of customer care including experience of dealing with a range of customer queries/concerns in a professional manner. Responding to those queries independently wherever possible	Essential	Application Form /Interview
Ability to work in a team and have a flexible approach to work	Essential	Supporting Statement
The ability to convey an appropriate rationale and interest in applying for this particular post	Essential	Application Form
Commitment to undergo further training through operational requirements and personal development	Desirable	Interview

*

- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to make a specific supporting statement. Normally used to evaluate factual evidence eg award of a PhD. 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.