PERSON SPECIFICATION
Global Recruitment Office (GRO) Events Assistant
Vacancy Ref: N2020

Criteria	Essential/ Desirable	* Application Form/ Supporting Statements/ Interview
Relevant Secretarial/Administration qualifications OR demonstrable relevant office/client based work experience	Essential	Application Form/ Supporting Statements
Possess a friendly and approachable manner, in this outward facing role and display a positive attitude towards colleagues, students, university staff and external audiences	Essential	Supporting Statements/ Interview
Ability to deal with a wide range of people both in a face to face situation and over the telephone, demonstrating a strong understanding of excellent customer service practice	Essential	Supporting Statements/ Interview
GCSE grade C (or equivalent) English and Maths	Essential	Application Form
Experience of planning and prioritising workloads in order to meet deadlines	Essential	Supporting Statements/ Interview
Accuracy and attention to detail	Essential	Supporting Statements/ Interview
Computer Skills (including excel/word and email)	Essential	Supporting Statements/ Interview
Pro-active & self-motivating	Essential	Supporting Statements/ Interview
Ability to work as part of a team to achieve results	Essential	Supporting Statements/ Interview
Detailed knowledge of the academic work/operation of the university, both at departmental and faculty level.	Desirable	Supporting Statements/ 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.