PERSON SPECIFICATION
Digital Accessibility Intern
Vacancy Ref: N1990

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
UK or EU citizen who is a current undergraduate or recent graduate of Lancaster University (i.e. within the last 18 months). Must meet at least one aspect of widening participation criteria. https://www.lancaster.ac.uk/about-us/widening-participation/frequently-asked-questions	Essential	Supporting Statement
Competent and experienced user of a range of software applications on different devices with ability to quickly learn new systems.	Essential	Supporting Statements/ Interview
Ability to present information in an accurate, articulate and appropriate format for a range of audiences	Essential	Supporting Statements/ Interview
An advocate of customer service, with experience of assisting others in a professional and approachable manner	Essential	Supporting Statements/ Interview
Ability to work and communicate effectively with staff at all levels of seniority and technical ability	Essential	Supporting Statements/ Interview
Ability to be proactive when solving problems and understanding other people's issues or ways of working	Essential	Supporting Statements/ Interview
Ability to work in a team and have a flexible approach to work	Essential	Interview
Experience of supporting, mentoring or training people; preferably in IT and related subjects	Essential	Supporting Statements/ Interview
Experience of supporting people online using video conferencing (e.g. Skype)	Desirable	Interview
Experience of developing online training and support materials (e.g. videos or blogs)	Desirable	Supporting Statements/ Interview
Experience of writing technical instructions for a non-technical audience	Desirable	Supporting Statements/ Interview
IT skills qualifications, such as Microsoft Office Specialist or relevant A Level or BTEC	Desirable	Application Form

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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.