

PERSON SPECIFICATION
Student Advisory Services Administrative Assistant
Vacancy Ref: N2342

| Criteria | Essential/ Desirable | Application Form / Supporting Statements/ Interview * |
|--|---------------------------------|--|
| Five GCSEs at least Grade C or level four (or equivalent) including English Language and Mathematics (or equivalent experience). | Essential | Application form |
| Demonstrable ability to proactively work with team members to ensure the delivery of high quality services. | Essential | Supporting Statements |
| Relevant administrative experience in a busy office environment. | Essential | Application Form / Supporting Statements |
| Experience of providing customer care including dealing with a wide range of customer queries/concerns in a professional manner. | Essential | Supporting Statements/ Interview |
| Excellent oral and written communication. | Essential | Supporting Statements / Interview |
| Experience of effectively undertaking complex administrative processes and use of IT systems (including MS Office) to maintain records and support service delivery. | Essential | Application Form / Supporting Statements / Interview |
| Ability to analyse and present information in an accurate and appropriate format in a variety of media. | Essential | Application Form / Supporting Statements / Interview |
| Experience of planning and prioritising workload to meet competing deadlines without close supervision. | Essential | Supporting Statements/ Interview |

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| Proven ability to act on initiative and to be proactive in identifying opportunities and solutions. | Essential | Supporting Statements/ Interview |
| Ability to work additional hours at peak periods and for occasional additional events and activities outside of normal working hours. | Desirable | 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.