PERSON SPECIFICATION
Digital Skills Graduate Intern
Vacancy Ref: N2353

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview*
Experience of using a range of software applications on different devices	Essential	Supporting Statements
Ability to present information in an accurate, articulate and appropriate format for a range of audiences	Essential	Interview
An advocate of customer service, with experience of dealing with a range of customer queries/concerns in a professional and approachable manner	Essential	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 or training people; preferably in IT and related subjects	Essential	Supporting Statements/ Interview
Recent University graduate	Essential	Application Form
Experience of writing technical instructions for a non-technical audience	Desirable	Supporting Statements/ Interview
IT skills qualifications (e.g. Microsoft Office Specialist)	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.