### Person Specification
Accommodation Assistant
Vacancy Ref: N2589

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential/Desirable</th>
<th>Application Form/Supporting Statements/Interview *</th>
</tr>
</thead>
<tbody>
<tr>
<td>To convey an appropriate rationale and interest in applying for this particular post.</td>
<td>Essential</td>
<td>Application Form/ interview</td>
</tr>
<tr>
<td>Experience of delivering professional front line customer service; dealing with a wide range of queries and concerns and applying knowledge of General Data Protection Regulations.</td>
<td>Essential</td>
<td>Supporting Statements/ Interview</td>
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<td>Ability and confidence to work with minimal supervision; using own initiative and prioritisation skills to meet deadlines.</td>
<td>Essential</td>
<td>Supporting Statements/ Interview</td>
</tr>
<tr>
<td>Experience of Microsoft applications, computerised management systems, database and spreadsheet packages and an ability to analyse and present data in an accurate and appropriate format. Use of virtual communication tools.</td>
<td>Essential</td>
<td>Supporting Statements/ Interview</td>
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<td>Ability to work in a team and have a flexible approach to work which will include occasional weekend working or additional hours at busy times of year.</td>
<td>Essential</td>
<td>Interview</td>
</tr>
<tr>
<td>Effective numeracy and literacy skills with minimum of GCSE levels Grade C (or equivalent) in both English and Maths.</td>
<td>Essential</td>
<td>Application Form</td>
</tr>
<tr>
<td>Experience of administrative processes in a busy office or customer service environment. Ability to organise demographic sensitive projects.</td>
<td>Essential</td>
<td>Supporting Statements/ Application Form</td>
</tr>
<tr>
<td>Awareness of and an ability to deal sensitively with cross cultural issues in a student environment, which will also include families.</td>
<td>Essential</td>
<td>Supporting Statements/ Interview</td>
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</table>

*• 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 e.g. 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.*