**PERSON SPECIFICATION**

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| **CRITERIA** | **Application** | **Interview & Task** |
| **EXPERIENCE** |  |  |
| Experience of working in Higher Education/Cultural Sector/with young people | ✓ |  |
| Experience of working in a customer service industry | ✓ |  |
| Working in an administrative role | ✓ | ✓ |
| Experience of managing casual staff | ✓ | ✓ |
| **KNOWLEDGE** |  |  |
| An understanding of the potential of the role Activities plays in the student experience, in Students’ Unions, at universities and wider HE sector | ✓ | ✓ |
| Knowledge of student database management systems | ✓ | ✓ |
| Knowledge and understanding of what contributes to excellent customer service | ✓ | ✓ |
| Wider understanding of the Student movement and the current HE sector | ✓ |  |
| **ATTRIBUTES AND SKILLS** |  |  |
| Experience communicating effectively with a range of diverse audiences, both verbally and in writing | ✓ | ✓ |
| Problem solving skills and an entrepreneurial approach | ✓ | ✓ |
| The ability to work effectively in a team | ✓ | ✓ |
| The ability to create and maintain strong working relationships | ✓ | ✓ |
| The ability to create operationally valid work for yourself and others | ✓ | ✓ |
| Self-motivation and self-reliance | ✓ | ✓ |
| **VALUES AND ETHICS** |  |  |
| Passionate about delivering an excellent service for students | ✓ | ✓ |
| Desire to work within a democratic, student-led environment | ✓ | ✓ |
| Understanding and commitment to equal opportunities |  | ✓ |
| Desire to work within organisation servicing a culturally diverse membership | ✓ |  |
| Show resilience, stamina and determination to sustain performance when under pressure from a high  volume of work and conflicting priorities | ✓ | ✓ |
| Demonstrably high standards of personal integrity |  | ✓ |
| A willingness to occasionally work beyond traditional office hours | ✓ |  |