**QUALIFICATIONS AND TRAINING**

Educated A Level or equivalent. E Application Form

**SPECIFIC SKILLS, EXPERIENCE AND KNOWLEDGE**

- Experience of working in a Customer Service environment E Application Form, Interview
- Experience of working in a library D Application Form, Interview
- Knowledge / experience of being in a Higher Education environment D Application Form, Interview
- Experience of supervising a team E Application Form, Interview
- Confidence in a computer-based environment including using Social Media E Application Form, Interview
- Good communication & interpersonal skills E Application Form, Interview
- Ability to interact, both professionally and personally with other members of the team to promote a rewarding work environment E Application Form, Interview
- Ability to plan and prioritise work under your control E Application Form, Interview
- Ability to develop and train staff E Application Form, Interview
- Experience of cash handling and reconciliation E Application Form, Interview
- Ability to maintain good working relationships and work collaboratively to achieve goals E Application Form, Interview

**PERSONAL AND INTERPERSONAL QUALITIES**

- Ability to relate to staff, students and colleagues in a professional and confident manner E Interview
- Understanding of the importance of providing a high quality service E Interview
- Ability to maintain a professional manner / distance E Interview
- A positive and proactive outlook E Interview
- Energetic and flexible approach with a desire to succeed and achieve Royal Holloway goals E Interview

**PHYSICAL REQUIREMENTS**

- Capable of carrying out the duties associated with the role e.g stock management activities throughout the shift E Interview

**CAPACITY FOR CAREER DEVELOPMENT**

- Commitment to participate in personal development. E Interview

**CIRCUMSTANCES (e.g. unsocial hours etc)**

- Ability to work the hours required of this post, Friday, Saturday & Sunday evenings E Application Form, Interview
- Flexibility to cover other Supervisors as necessary E Application Form, Interview