



PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Student Services Centre Supervisor (Accommodation)

Department: Student Administration

	Essential	Desirable	Tested by (Application form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Degree or equivalent experience	X		Application Form
Knowledge and understanding of the HE student life cycle		X	Application Form/Interview
Experience, Skills and Abilities			
Excellent IT skills and the ability to learn new programmes	X		Application Form/Interview
Ability to work under pressure with excellent attention to detail	X		Application Form/Interview
Experience of running reports and analysing data		X	Application Form/Interview
Excellent interpersonal skills including an ability to use tact and diplomacy	X		Application Form/Interview
Ability to innovate and use creative problem solving techniques to identify and implement improvements in processes to improve efficiency and customer satisfaction	X		Application Form/Interview
Flexibility and proven ability to respond effectively to changing requirements	X		Application Form/Interview
Experience of working collaboratively to deliver a service or project	X		Application Form/Interview
Excellent organisational skills including a proven ability to meet deadlines	X		Application Form/Interview
Experience of training colleagues or other staff members		X	Application Form/Interview
Complaint handling experience		X	Application Form/Interview
Experience of servicing committees		X	Application Form
Excellent communication skills including experience of drafting procedures and creating or reviewing content for communications & publications	X		Application Form/Interview
Experience of line management		X	Application Form/Interview
Commitment to providing outstanding customer service and experience of working in a customer service environment	X		Application Form/Interview
Other Requirements			
Committed to personal development and interested in building a career in academic administration	X		Application Form/Interview
Available to work a shift pattern to cover the opening hours of the Student Services Centre which are currently: 8.30am-6.30pm during term-time and 9.30am-5.30pm during vacations	X		Application Form/Interview
Occasional weekend or late evening working, as well as occasional travel to events and other external activities as required	X		Application Form