



PERSON SPECIFICATION

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

Job Title: Hall Life Assistant

Department: Academic Services

	Essential	Desirable	Tested by (Application form, Interview, Test)
Qualifications and Training			
Current Royal Holloway Student until June 2019	X		Application Form
Have lived in Royal Holloway student accommodation before	X		Application Form
Able to stay in and financially able to afford and pay for halls accommodation	X		Application Form
Academically succeeding in their course	X		Application Form
A clear College disciplinary and criminal record	X		Application Form
Specific Skills, Experience and Knowledge			
Experience of providing excellent and personalised customer service		X	Application Form
An ability to approach situations and students fairly and professionally	X		Interview
Confidence and stability to handle sensitive and difficult situations	X		Application Form
Good mediation, communication and investigatory skills.		X	Interview
Understanding and sympathy when appropriate		X	Interview
General office experience, including answering face-to-face enquiries, phone enquiries and email queries		X	Interview
Experience of working as part of a team	X		Application Form, Interview
Helping students explore possible courses of action, including referral to support services available to students	X		Application Form, Interview
Personal and Interpersonal Qualities			
Excellent communication skills in writing and orally at all levels	X		Application Form
Able to work under pressure		X	Interview
Flexible and positive attitude	X		Application Form, Interview
Passion of working directly with students	X		Application Form, Interview
Physical Requirements			
Ability to undertake the duties associated with the role.	X		Interview
Capacity for Career Development			
Commitment to Personal Development		X	Interview