



## 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 Duty Officer

**Department:** Academic Services

	Essential	Desirable	Tested by (Application form, Interview, Test)
<b>Qualifications and Training</b>			
Current Royal Holloway Student until June 2019	X		Application Form
Have lived in Royal Holloway student accommodation before	X		Application Form
To live on site and be 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
<b>Specific Skills, Experience and Knowledge</b>			
Experience of providing excellent and personalised customer service	X		Application Form, Interview
An ability to approach situations and students fairly and professionally	X		Application Form, Interview
Confidence and stability to handle sensitive and difficult situations	X		Application Form, Interview
Good mediation, communication and investigatory skills.	X		Interview
Understanding and sympathy when appropriate			
General office experience, including answering face-to-face enquiries, phone enquiries and email queries		X	Application Form
Experience of working/supervising other people	X		Application Form, Interview
Experience of running an event and/or 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	Interview
<b>Personal and Interpersonal Qualities</b>			
Excellent communication skills in writing and orally at all levels	X		Application Form, Interview
Able to work under pressure	X		Application Form, Interview
Flexible and positive attitude	X		Interview
Passion of working directly with students	X		Application Form, Interview
<b>Physical Requirements</b>			
Ability to undertake the duties associated with the role.	X		Interview
<b>Capacity for Career Development</b>			
Commitment to Personal Development	X		Interview
<b>Circumstances</b>			
To usually be on duty (i.e. on call 7pm-7am) one or two nights a week and one weekend in four or five during term time	X		Application Form