

ROYAL HOLLOWAY
University of London

PERSON SPECIFICATION FORM

POST TITLE: Student Accommodation Assistant (Fixed term) Maternity Cover

DEPARTMENT: Registry-Student Accommodation

POST REFERENCE: o215-o68

CRITERIA	ESSENTIAL (E) or DESIRABLE (D)	TESTED BY (Application Form, Interview, Test, Presentation etc.)
QUALIFICATIONS AND TRAINING		
Maths and English GCSE or equivalent relevant experience	E	Application Form
A levels or equivalent relevant experience	E	Application Form
Educated to degree level	D	Application Form
SPECIFIC SKILLS, EXPERIENCE AND KNOWLEDGE		
Substantial experience in administration (preferably in HE)	E	Application Form/Interview
Excellent standard of written and spoken English	E	Application Form/Interview/Test
Good standard of numeracy	E	Application Form/Interview
IT skills - Word Processing and spreadsheets	E	Application Form/Test
Understanding and previous use of databases	D	Application Form/Interview
Good attention to detail	E	Application Form/Test
Ability to organise and prioritise own workload	E	Application Form/Interview
Ability to work to tight deadlines	E	Application Form/Interview
Knowledge of Data Protection issues	E	Application Form/Interview
Experience of servicing committees	D	Application Form/Interview
Experience of updating web pages	D	Application Form/Interview
Knowledge of Accommodation systems	D	Application Form/Interview
PERSONAL AND INTERPERSONAL QUALITIES		
Able to relate to staff and students	E	Interview
Enthusiasm and willingness to learn	E	Interview
Team working and ability to work independently	E	Application Form/Interview
Able to work proactively on own initiative	E	Application Form/Interview
Well organised and systematic	E	Application Form/Interview
Excellent interpersonal and communication skills	E	Interview
Ability to take responsibility for own actions	E	Interview
Ability to work and keep calm under pressure	E	Interview
Diplomacy and ability to maintain confidentiality	E	Interview
Good time management skills	E	Interview
Flexible and positive attitude	E	Interview
Excellent customer service provision	E	Application Form/Interview
CAPACITY FOR CAREER DEVELOPMENT		
Willing and able to develop new skills	E	Application Form/Interview
Willingness to embrace change	E	Application Form/Interview
A demonstrable interest in Higher Education	D	Application Form/Interview
CIRCUMSTANCES (e.g. unsocial hours etc.)		
Ability to work outside of normal hours (if necessary) at busy times e.g. start of session	D	Interview