



## PERSON SPECIFICATION

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

**Job Title: Application Adviser**

**Department: Careers Service**

	Essential	Desirable	Tested by (Application form, Interview, Test)
<b>Qualifications and Training</b>			
Must be a current doctorate student	X		Application form
<b>Specific Skills, Experience and Knowledge</b>			
Experience of working collaboratively or in a team		X	Application form
Customer Service or student facing / support experience	X		Application form, interview
IT skills and ability to learn new systems and programmes	X		Application form
Organisational skills and the ability to work under pressure, meeting strict appointment deadlines.	X		Application form, Interview
Knowledge of UK graduate sector		X	Application form
Ability to adapt communication tone and style to suit a diverse range of students	X		Application form
<b>Personal and Interpersonal Qualities</b>			
Excellent verbal communications Skills. Building rapport and giving feedback and eliciting client's concerns. Friendly, empathetic and professional manner.	X		Interview, Test
Excellent written communication skills; the ability to communicate professionally and clearly in writing in order to give effective feedback to students	X		Application form
Flexible attitude. Willingness to assist with team priorities, responding to seasonal requirements.		X	Application form,
Motivation. An interest in supporting students with their professional development	X		Application form, Interview
Team work. Demonstrating diplomacy, understanding others' perspectives and priorities.	X		Application form, Interview
Integrity, ability to use discretion when dealing with confidential documents and information.	X		Interview