



**Applicant Services Adviser
Admissions and Applicant Services Office**

Person Specification

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

Job Title: Applicant Services Adviser, Applicant Services	Department: Student Recruitment, Marketing and Communications Directorate		
	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to A `Level	x		
Educated to degree level or equivalent relevant experience		x	Application form
Knowledge of Higher Education admissions procedures		x	Application form
Proven administrative experience in a customer-focused role	x		Application form/interview
Skills and Abilities			
Excellent communication skills (verbal and written) to deal with a diverse range of customers	x		Application form/interview
Ability to work under pressure and manage own workload to meet agreed targets and service levels	x		Interview
Strong customer service focus and ownership of requests	x		Interview
Good interpersonal skills with the ability to relate to staff, students, and colleagues at all levels in a professional and confident manner	x		Interview
High level of attention to detail and accuracy	x		Application form
Ability to deal with situations with confidence, tact, understanding and diplomacy	x		Interview
Experience			
Experience of dealing with a wide range of complex queries	x		Interview
Experience of using a large and complex database		x	Interview
Other requirements			
Must be able to work during the last 3 weeks in August, following A Level results publication	x		Interview