

PERSON SPECIFICATION

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



Job Title: Assistant Manager, Soft Services

Department: Residential Services

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
Educated to degree level or equivalent or significant relevant work experience.	X		Application form
Experience of coordinating contracted service providers.	X		Application form/ Interview
Experience of current procurement best practice.		X	Interview
Managing recruitment process including interview and selection.	X		Application form/ Interview
Experience of effectively managing, training and developing a team.	X		Application form/ Interview
Experience of creating and developing Standard Operating Procedures.	X		Interview
Experience of managing budgets.	X		Interview
Experience of monitoring Key Performance Indicators (KPIs).		X	Application form/ Interview
Experience in writing and presenting reports.		X	Application form/ Interview
Experience/understanding of coordinating bedroom allocation and effective yield activity/planning.		X	Application form/ Interview
Skills and/or Abilities			
Highly IT literate with good understanding of computerised systems, including data coordination in enquiry management system (EMS).	X		Application form/ Interview
Ability to deliver whilst working under pressure.	X		Interview
Ability to relate to students, staff and visitors at all levels in a professional and confident manner.	X		Interview
Ability to manage communications and processing of customer requests and effective complaint handling resolution.	X		Application form/ Interview

Good organisational and problem-solving skills.	X		Interview
Ability to understand and present financial management data/activity reports.		X	Application form/ Interview
Other requirements			
Able to work some weekends and evenings.	X		Interview
Able to meet targets and deadlines.	X		Interview