

Person Specification

Post	Student and Information Services Assistant
Department	Student and Information Services (SIS)
Responsible to	Director of Student and Information Services
Hours and Distribution	37 hours per week full year As a guide, a standard working week: Mon - Thurs 8.30 - 4.30pm and Fri 8.30 - 4.00pm including a half hour unpaid lunch break (some flexibility will be required from time to time to meet operational needs and attendance at events)
Working closely with	Director of Student and Information Services Admissions Team SIS Team Learning Centre Team Other appropriate colleagues

Please ensure that in your application you provide evidence of how you meet the requirements of the advertised post. Please address **each item** on the Person Specification. In a situation where the college receives a high volume of applications, the **desirable criteria may be used for** shortlisting purposes. **E = Essential** **D = Desirable**

	E	D	Method of Assessment
Skills and Abilities			
1. Able to work on own initiative and part of a team	✓		Application Interview
2. Able to prioritise workload, work under pressure and meet tight deadlines	✓		Application Interview
3. Have a high standard of accuracy	✓		Application Interview
4. Effective written and spoken communication skills	✓		Application Interview
Experience and Background			
1. Experience/background of customer-facing activity	✓		Application Interview
2. Qualified to at least O level/GCSE standard	✓		Application
3. Qualification/competency in using Microsoft Office software and the ability to use Word and Excel	✓		Application, Interview and Task
4. Use of switchboard facilities and reception functions		✓	Application
5. Delivery and administration of events and meetings		✓	Application
6. Experience of delivering student focussed administration functions		✓	Application
Personal Qualities			
1. Polite, professional and approachable manner with visitors, staff and students	✓		Application Interview
2. A willingness to learn new skills	✓		Application Interview
3. Flexible in approach to work and versatile in responding to changes	✓		Application Interview