

PERSON SPECIFICATION

Details of Person Specification

Job Title:	Student Services Assistant	Grade:	SCP6-9
Division/Section:	Student Services	Date:	January 2022
Prepared by:	Heather Henderson		
Designation:	Student Advice Manager		
Reviewed by:	Danielle Watson		
Designation:	HR Advisor		

This form describes the essential and desirable criteria a person needs to perform the job.

Candidates who meet essential criteria should be preferred to those who do not. Exceptions to this guideline need to be justifiable and should be recorded.

1. KNOWLEDGE AND SKILLS

No.	Description	Method of Assessment
	Essential	
1.1	Good IT skills including spreadsheet and database skills.	Application Form/Interview
1.2	Excellent interpersonal and communication skills – verbal and written.	Application Form/Interview
1.3	Strong organisational skills	Interview
1.4	Excellent customer care skills	Interview
1.5	Strong numerical skills	Application Form/Interview
1.6	Awareness of Health and Safety	Interview
	Desirable	
1.7	Understanding of library classification systems.	Application Form/Interview
1.8	Knowledge and experience using Library Management Systems	Application Form/Interview
1.9	Familiarity with record system/database such as SITS, CELCAT	Application Form/Interview
1.10	Awareness of department functions	Interview

2. EXPERIENCE AND EDUCATION

No.	Description	Method of Assessment
	Essential	
2.1	HNC level qualification or equivalent qualification or 3 years current relevant experience.	Application Form
	Desirable	
2.2	A minimum of 12 months experience in a customer centred service.	Application Form
2.3	Recent Microsoft Office certificate e.g. ECDL.	Application Form

3. ACCURACY AND INITIATIVE

No.	Description	Method of Assessment
	Essential	
3.1	High level of accuracy	Application Form
3.2	Ability to work under pressure	Application Form /Interview
3.3	Ability to work using own initiative	Application Form /Interview
3.4	Methodical approach to work	Application Form /Interview
	Desirable	
3.5	High degree of accuracy in cash handling and record keeping	Application Form/Interview

4. PEOPLE

No.	Description	Method of Assessment
	Essential	
4.1	Strong customer care skills with an ability to work with people at all levels.	Interview
4.2	Commitment to equal opportunities	Interview
4.3	Ability to work on your own as well as part of a team	Interview
	Desirable	

5. OTHER REQUIREMENTS

No.	Description	Method of Assessment
	Essential	
5.1	Willing to work flexible hours including evening work.	Interview
5.2	Able to handle personal and confidential information sensitively.	Application Form, Interview
	Desirable	