

# PERSON SPECIFICATION

## JOB TITLE

Students' Union Assistant

## GRADE

I

## KNOWLEDGE AND UNDERSTANDING

## ESSENTIAL / DESIRABLE

Awareness of key challenges within the Higher Education sector

Desirable

Awareness and empathy of the core business of AUB & AUBSU, including a clear understanding of the student experience

Essential

Understanding of the key deliverables of the job (Ref: Key Deliverables part of job description), including a sound appreciation of customer service

Essential

## SKILLS AND ABILITIES

## ESSENTIAL / DESIRABLE

MS Office skills as appropriate for the post, including MS Word and Outlook

Essential

Ability to work effectively in a team whilst being able to work independently

Desirable

Good administrative and organisational skills

Essential

Effective communication skills, both verbal and written, to deal with enquiries face to face, over the telephone, by email and by letter

Essential

## EXPERIENCE

## ESSENTIAL / DESIRABLE

Experience of working in an environment relevant to the post

Desirable

Experience of office administration

Desirable

Experience of Team Working

Essential

## PERSON SPECIFICATION

### QUALIFICATIONS

Level 3 qualification and/or equivalent experience

### ESSENTIAL / DESIRABLE

Essential

GCSE Maths and English, minimum grade C and/ or equivalent qualification/experience

Essential

### BEHAVIOURS

#### Organisational and sector awareness

Demonstrates a good understanding of these areas in the delivery of duties.

#### Customer Service

Positive approach to customer service, looking to meet expectations wherever possible.

#### Communication

Clear and effective verbal and written communication skills with colleagues (and students, where appropriate).

#### Team working

Positive approach towards and contribution to team working.

#### Flexibility

Successfully adapts to the changing University environment.

#### Time management

Achieves deadlines and balances workload priorities by effective prioritisation and planning, escalating issues where appropriate.