

ROYAL HOLLOWAY
University of London

PERSON SPECIFICATION FORM

POST TITLE: Application Adviser
DEPARTMENT: Careers & Employability Service

CRITERIA	ESSENTIAL (E) or DESIRABLE (D)	TESTED BY (Application Form, Interview, Test)
QUALIFICATIONS AND TRAINING		
Must be a current doctorate student with at least two years remaining in their studies	E	Application
SPECIFIC SKILLS, EXPERIENCE AND KNOWLEDGE		
Experience of working collaboratively or in a team	E	Application, interview
Customer Service or student facing / support experience	D	Application, interview
Confident user of Microsoft Office applications	E	Application, test
Excellent written and spoken English. Ability to adapt tone and style to suit different audiences and circumstances.	E	Application, test, Interview
Strong attention to detail.	E	Application, interview, test
PERSONAL AND INTERPERSONAL QUALITIES		
Excellent Communications Skills. Building rapport and giving feedback and eliciting client's concerns. Friendly, empathetic and professional manner.	E	Interview, test
Systematic and methodical approach to tasks. Ability to prioritise, systematise and work to deadlines.	E	Application, interview, test
Ability to learn new systems and procedures, listening carefully, following and complying with instructions and following them through.	E	Application, interview
Flexible attitude. Willingness to assist with team priorities, responding to seasonal requirements.	D	Application, interview
Motivation. An interest in supporting students with their professional development	E	Application, Interview
Team work. Demonstrating diplomacy, understanding others' perspectives and priorities.	E	Application, Interview
Integrity. Able to use discretion in dealing with confidential information and records.	E	Interview
PHYSICAL REQUIREMENTS - include only if appropriate		
CIRCUMSTANCES (e.g. unsocial hours etc)		
The Careers Service opens until 7pm on two days a week and appointment cover will be needed.	D	Interview