

PERSON SPECIFICATION
IT Student Support Assistant

Criteria	Essential/ Desirable	Application Form / Supporting Statement / Interview
1. Be currently enrolled on a programme of study at the University of Worcester and continuing to study into the academic year of 2024/2025.	Essential	Application Form / Supporting Statement
2. Willing to work in a customer-facing role responsible for delivering high quality and time-critical service(s).	Essential	Supporting Statement / Interview
3. Willing to work in a technical service delivery team where you will make a contribution to 1st line IT support.	Essential	Supporting Statement / Interview
4. Interest in IT and IT support.	Essential	Supporting Statement / Interview
5. Ability to communicate clearly and accurately when drafting information for documents, handbooks or websites including grammar, punctuation and sentence construction.	Essential	Supporting Statement / Interview
6. Effective interpersonal skills including tact and sensitivity, and the ability to deal with enquiries in a patient manner, remaining calm and professional when under pressure.	Essential	Supporting Statement / Interview
7. Ability to communicate confidently and clearly, to provide a professional, welcoming, courteous and helpful response to internal and external customers.	Essential	Supporting Statement / Interview
8. Ability to remain calm in a busy environment and able to work to agreed deadlines with good planning and organisational skills.	Essential	Supporting Statement / Interview
9. Ability to be an effective, flexible and adaptable team player.	Essential	Supporting Statement / Interview
10. Ability to use Microsoft Office 365 application suite effectively.	Essential	Supporting Statement / Interview
11. Evidence of good timekeeping, reliability and ability to work evenings and weekends. The role will be subject to the University's core IT Support Rota, covering all sites including The Hive from 07:00 – 19:00, 7 days a week.	Essential	Supporting Statement / Interview

12. Ability of use a range of software such as Adobe Creative Cloud, IBM SPSS effectively.	Desirable	Supporting Statement
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- Application Form – assessed against the application form and where appropriate, curriculum vitae. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.
- Supporting Statements - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- Interview – assessed during the interview process by either competency based interview questions, tests, work-related exercise, presentation or teaching session etc.