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**PERSON SPECIFICATION – Casual Letting Officer**

The Person Specification details the principal skills and personal attributes the post holder must possess and actively demonstrate in order to effectively fulfil the role. The criteria are ranked as ‘Essential’ and ‘Desirable’ and your application form should demonstrate how you meet each individual criterion and possess the key skills relevant to the job.

The ranking of criteria on the employee specification can be explained as follows:

Essential The successful candidate must meet the Essential criteria in full on the first day of commencing in post, in order to be able to effectively fulfil the role to which he/she has been appointed.

Desirable The post holder needs to meet the Desirable criteria to fulfil the role on a longer-term, permanent basis. The successful candidate would be expected to develop his/her skills and knowledge within an agreed timescale (usually within six to twelve months of his/her start date) to meet the Desirable criteria in full, if they are unable to demonstrate they meet these criteria at short-listing and interview stage.

Criteria will be measured through a number of methods, the key to which is as follows:

**A = Application**

**I = Interview**

**T = Test**

**C = Certificates**

**R = References**

**DBS = Disclosure & Barring Service**

These letters are used in the ‘Assessment Method(s)’ column on the employee specification to identify to you the combination of methods we will use to assess you against the requirements of the position for which you are applying. In the first instance your application form will be used to determine the extent to which you meet the criteria for the role and will inform our short-listing decisions.

Where criteria are to be identified through the Interview and/or Test(s), these may involve scenario-based or hypothetical questions and a combination of written exercises, literacy and/or numeracy assessments, presentations, and any other practical assessments relevant to the role.

**PERSON SPECIFICATION:** Casual Lettings Officer

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| **Qualifications and awards** | **Essential** | **Desirable** | **How Tested** |
| **Professional Knowledge and Experience** |  |  |  |
| Experience of dealing with members of the public | X |  | Application form  Interview |
| Experience of cleaning and maintenance work |  | X | Application form  Interview  References |
| Awareness of the statutory requirements for safeguarding children and vulnerable adults | X |  | Application form  Interview  References |
| **Technical competencies and skills** |  |  |  |
| Aptitude for practical based work and able to undertake practical tasks safely and effectively | X |  | Application form  Interview  References |
| Knowledge of Health & Safety and COSHH regulations | X |  | Application form  Interview  References |
| Able to manage simple administrative tasks required by the department | X |  | Application form  Interview  References |
| **Interpersonal Skills, Intellectual ability** |  |  |  |
| Good communication and interpersonal skills and able to work well with staff, students and members of the public | X |  | Application form  Interview  References |
| Hardworking, flexible and organised, with good time-management skills and the ability to plan and manage a work stream | X |  | Application form  Interview  References |
| Good problem solving skills | X |  | Application form  Interview  References |
| Able to work cohesively as part of a team and on own initiative | X |  | Application form  Interview  References |
| Willing to learn and undertake training in relevant identified areas | X |  | Application form  Interview |
| Able to work flexibly and attend call outs | X |  | Application form  Interview |