PERSON SPECIFICATION

For the role of: **Student Advice & Wellbeing Intern (Volunteer Development)**

This person specification describes the requirements for the above post. It will be used as the basis for the initial short-listing of applicants and the criteria against which candidates will be compared and contrasted in competition for the final selection.

|  |  |  |
| --- | --- | --- |
| Aspect | Essential | Desirable |
| Qualifications and Experience | To be a student of Cardiff University  Experience of working with a variety of stakeholders in demanding environments.  Experience in a position of responsibility, including a Society or Sports Club Committee Member. | Experience of project management  Experience of working in a legal, support or charitable environment.  Experience of working in a Higher Education institution.  Experience of delivering lectures, workshops or lessons.  IOSH Working Safely  First Aid at Work / Mental Health First Aid |
| Skills, Abilities and Knowledge | Knowledge and understanding of project management/oversight.  Demonstrated ability to provide excellent standards of customer service and emotional support.  Strong organisational skills including the ability to manage caseloads, prioritise effectively and work under pressure and to deadlines.  Strong ICT and Microsoft Office knowledge with a willingness to learn new software packages.  Strong communication and interpersonal skills including excellent written and oral skills. | Understanding of Higher Education and the student life-style.  Specific knowledge and understanding of of law and practice in multiple areas including; academic, consumer, housing, finance and employment.  Knowledge of social media processes and platforms.  Ability to communicate through the medium of Welsh. |
| Relationships | A friendly and enthusiastic approach to developing working relationships with students, volunteers, staff and other stakeholders.  Must be able to engage with and communicate effectively with a broad range of internal and external stakeholders in a customer focused environment.  The ability to work effectively with colleagues as part of the department and organization team.  Personal commitment to promoting equality of opportunity, diversity and inclusion. | The ability to effectively network and quickly establish professional relationships.  Experience of managing relationships with conflicting priorities. |
| Personal Qualities and Circumstances | Having a passion and commitment for improving student welfare and the student experience.  A high level of ambition, with a commitment to personal and professional development.  Open minded critical reflection and a willingness to take on-board feedback.  Proven and effective use of diplomacy and emotional intelligence in managing expectations and relationships with clients and stakeholders.  The necessary professionalism to work tactfully with sensitive information, recognize conflicts of interests and maintain confidentiality.  A preparedness to maintain a politically neutral and impartial approach in carrying out the functions of the role.  Being a champion of equal opportunities. | An understanding of student behaviours and the student experience.  The ability to think creatively and consider solutions to engrained and systematic student welfare problems.  The preparedness to challenge problematic behaviours and culture.  Experience of innovating systems and procedures for maximum efficiency.  Flexibility regarding hours of work. |

Prepared and amended September 2020 by Joshua Gibbs – Head of Student Advice & Wellbeing.