



Person Specification

This form lists the essential and desirable requirements needed in order to do the job. Applicants will be shortlisted solely on the extent to which they meet these requirements.

Job title: Residence Assistant

**Department: Residential & Catering Services
Manager/Senior Operations Manager**

Accountable to: Operations

| Competency | Evidence | E/D |
|---------------------------------------|---|----------------------------|
| Knowledge and Experience | <ul style="list-style-type: none"> ▪ Computer literate especially Microsoft Word and Excel. ▪ Knowledge of the residential operation at LSE ▪ Experience with cash handling, PDQ (for credit and debit card transactions) and financial reconciliation ▪ Demonstrable experience of high standards of accuracy and attention to detail ▪ Experience with using social media platforms ▪ Five GCSE's or equivalent | E D E E E D |
| Communication | <ul style="list-style-type: none"> ▪ Excellent telephone manner and ability to communicate clearly and effectively both orally and in writing ▪ Good command of the English language. ▪ Ability to speak a second language | E E D |
| Service Delivery | <ul style="list-style-type: none"> ▪ Experience of delivering excellent customer service. | E |
| Liaison and Networking | <ul style="list-style-type: none"> ▪ Experience of liaising and communicating with different departments. | E |
| Initiative and Problem Solving | <ul style="list-style-type: none"> ▪ Ability to know when to escalate issues. ▪ Experience of prioritising tasks when working in a busy environment. | E E |
| Teamwork and Motivation | <ul style="list-style-type: none"> ▪ Experience of having participated in and contributed to a team ▪ To be able to work on own initiative | E E |
| Work Environment | <ul style="list-style-type: none"> ▪ To be able to work in a revolving shift pattern | E |
| Environmental Sustainability | <ul style="list-style-type: none"> ▪ Support the LSE's environmental policy to improve overall performance and help it achieve its stated environmental objectives | E |



| | | |
|--|-------------|--|
| | and targets | |
|--|-------------|--|

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.

Updated: July 2023