

**PERSON SPECIFICATION**

**POST TITLE:** Tenant Services/Reception - 100%

**DEPARTMENT:** University of Warwick Science Park Ltd

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

| <b>REQUIREMENTS</b><br>The postholder must be able to demonstrate:  | <b>ESSENTIAL (E)<br/>OR<br/>DESIRABLE (D)<br/>REQUIREMENTS</b><br>(please indicate) | <b>MEASURED BY:</b><br>a) application form<br>b) Test/Exercise<br>c) Interview<br>d) Presentation |
|---|---|---|
| Maths & English at NVQ4/GCSE Grade C or equivalent, accurate typing & data entry  | E   | a)  |
| Previous experience in supervisory capacity   | E   | a), c)  |
| Previous experience of working in a busy office/front of house/customer service environment   | E   | a), c)  |
| Good experience of Microsoft office, Excel, Outlook & databases.  | E   | a), c)  |
| Knowledge of SAP  | D   | c)  |
| Ability to work on own initiative   | E   | c)  |
| Good oral and communication skills  | E   | c)  |
| Ensuring that the tenant services team is organised/managed effectively to ensure deadlines are met with high attention to detail being paid at all times | E   | c)  |
| Strong character with the ability to prioritise in a demanding environment.   | E   | c)  |