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: Alumni Relations Assistant

Department/Division: LSE Advancement
Accountable to: Head of Alumni Relations

Competency	Evidence	E/D
Knowledge and Experience	Excellent customer/client care experience	E
	Understanding of administrative functions and MS Office	E
	Copy writing skills	E
	Outstanding customer service levels	E
	Good working knowledge of Excel	E
	Familiarity with relational databases	E
	Event organisation experience	D
	Educated to degree level or equivalent	D
	Higher Education or membership experience	D
Planning and Organising	Ability to manage a range of tasks and deadlines	E
	Ability to manage a diverse range of queries to conclusion	E
	Ability to be self-motivated in managing workload with a proactive approach	E
Communication	Excellent oral and written communication skills	E
	Excellent interpersonal skills with members of all key constituencies at internal and external events and activities	E
	Adaptability and empathy in handling a number of constituencies and sensitivity to different cultures and international constituencies	E
Liaison and Networking	Ability to form and maintain relationships with a range of departments and divisions within the School	E

	Liaise with alumni, students and staff at internal and external events and activities	E

Teamwork and Motivation	Experience in working closely with colleagues as part of a team, including examples of having participated in, and actively contributed to a team.	E
Service Delivery	Proven ability to provide a high standard of service.	E
Investigation, Analysis and Research	Experience of collecting and analysing data from a wide range of sources	E
	Experience of having researched processes and procedures	E

E – Essential: Requirements without which the job could not be done.
D – Desirable: Requirements that would enable the candidate to perform the job well.