



## 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: Student Wellbeing Service Administrator**

**Division: Academic Registrar's Division**  
**Accountable to: Student Wellbeing Service Administration Manager**

Competency	Criteria	E/D
Knowledge and Experience	<ul style="list-style-type: none"> <li>• Good command of English and reasonable numeracy skills (GCSE Mathematics C grade or equivalent as minimum requirement)</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Evidence of good competence with IT– including demonstrable skills in Microsoft Outlook, Word and Excel, and ability to use a CRM system.</li> </ul>	E
	<ul style="list-style-type: none"> <li>• 'Front of house' reception experience and understanding of customer care</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to handle finances (raising/ paying invoices; setting up and maintaining spreadsheets; producing financial reports)</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Experience of data entry and basic data analysis.</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Understanding and awareness of issues relating to disability, as well as the underlying legislative and School policies relating to student disability</li> </ul>	D
Planning and Organising Resources	<ul style="list-style-type: none"> <li>• Ability to plan and organise own workload while working in a busy office with multiple competing demands.</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to work flexibly across and manage a varied workload, and coordinate a range of tasks and activities</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Ability to prioritise tasks effectively to meet deadlines</li> </ul>	E



Service Delivery	<ul style="list-style-type: none"> <li>• Ability to provide a prompt, accurate and efficient service to both internal and external users.</li> <li>• Ability to examine current systems and processes, and suggest improvements in work practice</li> <li>• Ability to maintain excellent attention to detail within a busy working environment</li> </ul>	E  E  E
Teamwork and Motivation	<ul style="list-style-type: none"> <li>• Ability to work independently without direct supervision, as well as being flexible and able to help out at short notice</li> <li>• Ability to build and maintain effective working relationships, both within own team and more widely across the institution</li> </ul>	E  E
Communication	<ul style="list-style-type: none"> <li>• Good customer service skills, with ability to communicate effectively with students and staff at all levels within LSE.</li> <li>• Excellent interpersonal and communication skills</li> <li>• Good listening skills, particularly when faced with distressed students</li> </ul>	E  E  E
Pastoral Care	<ul style="list-style-type: none"> <li>• Ability to act a first port of call for students, and demonstrate sensitivity in handling distress and personal difficulties, as appropriate to the Administrator role.</li> <li>• Ability to explain complex processes to students and guide them on how best to access support within the School.</li> <li>• Ability to engage with student-facing work whilst being aware of confidentiality, service boundaries, duty of care, and to inform managers of concerns in relation to student distress and risk.</li> <li>• Have a working knowledge of the Equality Act 2010</li> </ul>	E  E  E  D
Investigation, Analysis and Research	<ul style="list-style-type: none"> <li>• Ability to analyse data sources and collate and produce data reports from a range of sources, including Excel and CRMs.</li> <li>• Ability to manage financial resources, including budgets, cash flows and reconciliations, and regular monitoring reports</li> </ul>	E  D
Initiative and Problem Solving	<ul style="list-style-type: none"> <li>• Ability to exercise initiative when handling problems or queries, and knowing when to refer them to another colleague</li> </ul>	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.**