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: Programmes Co-ordinator	
Department/Division: Management	Accountable to: Programme Manager

Competency	Evidence	E/D
Knowledge and experience	Previous experience of working in an office environment.	E
	High standard of numeracy and literacy.	E
	Excellent IT skills – Microsoft Office including Word, Excel, and Outlook.	E
	Experience of general office administration, including email, mail merge, databases, filing and photocopying.	E
	Experience of using and working with databases to produce reports and statistics.	D
	Knowledge of, specialist databases and virtual learning environment software e.g. SITS and Moodle.	D
	Experience of servicing meetings and minute writing.	D
	Experience working at a reception or similar front line service.	D
Communication	Excellent verbal and written skills and the ability to communicate effectively and confidently at all levels.	E
	Ability to understand and convey information in a clear and accurate manner.	E

Planning and organising resources	Ability to plan and organise own workload and use initiative with limited supervision.	E
	Ability to work to deadlines and to prioritise multiple workloads whilst maintaining attention to detail.	E
	Ability to effectively devise, implement and maintain record systems.	E
Teamwork and motivation	Ability to work effectively in a team.	E
	Ability to maintain a positive, 'can do' attitude at all times and to demonstrate a proactive approach to assisting colleagues and motivating others.	E
Service Delivery	Ability to provide a high standard of service and to provide information accurately and promptly to internal and external stakeholders.	E
	A high level of accuracy and attention to detail.	E
Initiative and problem solving	Ability to recognise when a problem should be referred.	E
	Ability to solve day-to-day problems as they arise.	E
	Ability to evaluate, from a number of options, the most appropriate course of action.	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.