



## Person Specification

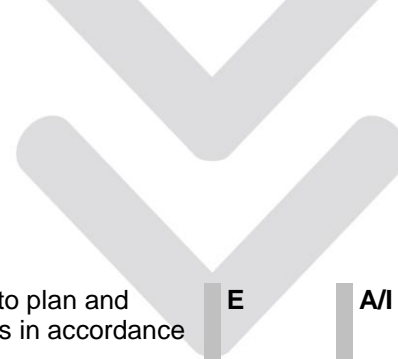
This form lists the essential and desirable requirements needed in order to do the job. Applicants will be short-listed **solely** on the extent to which they meet these requirements.

**Job Title:** Scholarships and Financial Support Officer

**Department/Division:** Financial Support Office, Recruitment & Admissions – Academic Registrar’s Division (ARD)

**Accountable to:** Deputy Head of Scholarships and Financial Support (UG & PGT)

Competency	Evidence	E/D	Assessed at (A/I/S)
<b>Knowledge and Experience</b>	Knowledge of high-level issues relating to LSE and the wider higher education landscape, especially those impacting the financial support agenda	E	A/I
	Experience working in financial support, student services, finance/planning, or similar teams within higher education	E	A/I
	Experience of internal and external financial tracking and reporting (e.g. to funders, donors, regulators)	E	A/I
	Experience of managing and developing staff including appraising learning and development needs.	D	A/I
	Experience of manipulating and analysing data sets, extracting appropriate information and producing management reports	E	A/I
	Experience of project management, including tracking the workflow and the actions of others	E	A/I
	Experience of using CRM functionality for the purposes of enquiry management and resolution	E	A/I
	Experience of working in a customer-facing environment	E	A/I
	Experience of assessing scholarship applications or similar	D	A
<b>Capabilities and Skills</b>	Ability to maintain excellent standards of service delivery across multiple areas and support others to do so, proactively anticipating factors that might impact on quality / capacity of service	E	A/I



Excellent organisational skills, including ability to plan and prioritise a varied workload, and meet deadlines in accordance with agreed objectives	E	A/I
Ability to plan, manage and execute projects	E	A/I
Outstanding attention to detail and accuracy	E	I
Ability to communicate in a tactful manner with people at all levels of seniority and from a wide variety of backgrounds	E	A/I
Ability to understand and convey complex information in a clear and effective manner	E	A/I
Ability to evaluate information and to separate key facts from extraneous details to reach decisions and/or make recommendations	E	I
Good writing skills with excellent attention to grammar and spelling	E	A
Ability to solve problems with flexibility, timeliness and imagination to deliver services effectively to all relevant stakeholders	E	A/I
Ability to develop effective working relationships with internal and external contacts	E	A/I
Willingness to work flexibly including evening and weekend work	E	I

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

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

**A – Assessed at application stage**

**I – Assessed at interview**