



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: Operations Assistant

Department/Division: Economic History

Accountable to: Deputy Department Manager

Competency	Criteria	E/D
Knowledge and Experience	<ul style="list-style-type: none"> Relevant experience of working in an administrative role in a Higher Education environment. 	D
	<ul style="list-style-type: none"> Educated to degree level (or equivalent) 	D
	<ul style="list-style-type: none"> Excellent IT skills – Microsoft Office: Word, Excel, Outlook etc. Google Sheets and Dropbox. 	E
	<ul style="list-style-type: none"> Excellent attention to detail and high level of numeracy. 	E
Communications	<ul style="list-style-type: none"> Excellent written and oral communication skills, including the ability to produce clear, accurate and detailed correspondence and documentation. 	E
	<ul style="list-style-type: none"> A professional, diplomatic and assertive communication style, communicating effectively and confidently at all levels. 	E
	<ul style="list-style-type: none"> Ability to deal with delicate or difficult situations in an appropriate and professional manner 	E
Liaison and Networking	<ul style="list-style-type: none"> The ability to build and maintain good working relationships with a range of colleagues. 	E
	<ul style="list-style-type: none"> The ability to exchange and disseminate information effectively, initiating correspondence proactively as necessary 	E
Service Delivery	<ul style="list-style-type: none"> Experience of providing a high quality, professional standard of excellent service, requiring excellent standard of timekeeping 	E
	<ul style="list-style-type: none"> Demonstrable customer focused attitude including evidence of responding to simple and more complex enquiries, providing information accurately and promptly 	E



	<p>to internal and external customers</p> <ul style="list-style-type: none"> • Ability to work within best practice, policies and guidelines 	E
Planning and Organising Resources	<ul style="list-style-type: none"> • Proven experience of planning and organising own workload and use of initiative with limited supervision 	E
	<ul style="list-style-type: none"> • Confidence in working to deadlines and prioritising multiple tasks with competing priorities, often under pressure, whilst maintaining attention to detail. 	E
Teamwork and Motivation	<ul style="list-style-type: none"> • Experience of participating in, and actively contributing to a team 	E
	<ul style="list-style-type: none"> • Ability to work within a small team in a professional and cordial manner 	E
Initiative and Problem Solving	<ul style="list-style-type: none"> • Ability to identifying relevant factors in information sources and to recognise and resolve incomplete / contradictory information 	E
	<ul style="list-style-type: none"> • Confidence to sort information into relevant categories and prioritising for action 	E
	<ul style="list-style-type: none"> • Experience of and ability to use initiative and common sense to solve problems 	E
	<ul style="list-style-type: none"> • Experience of anticipating problems and taking the initiative to identify and present potential solutions 	E
	<ul style="list-style-type: none"> • Confidence to use initiative and innovation whilst working within guidelines 	E
	<ul style="list-style-type: none"> • Proven experience of assessing and reviewing information, knowing when to refer on 	E
Decision Making	<ul style="list-style-type: none"> • Able to effectively work proactively and use own initiative. 	E
	<ul style="list-style-type: none"> • Confidence to negotiate realistic timescales to complete a task and manage expectations 	D
	<ul style="list-style-type: none"> • Experience of day-to-day decision making and an ability to know when a decision should be referred. 	E
Pastoral care and welfare	<ul style="list-style-type: none"> • The ability to give supportive help and guidance to students 	E



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

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