



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: TRIUM Professional Development Lead		
Department/Division: TRIUM Executive MBA (Department of Management) Accountable to: Director of Student and Alumni Experience		
Competency	Evidence	E/D
Knowledge and experience	Experience in career services, professional development, coaching, events, or a related field, preferably in a higher education or executive education setting	E
	Administration experience in a customer services environment	E
	Experience of using databases (Salesforce desirable) and managing data resources	E
	High level IT skills including experience with all MS software, updating websites and social media	E
	Proven accuracy and attention to detail	E
	Excellent project management skills	E
	Educated to degree level or equivalent	E
	Experience of working in an international environment and an awareness of cultural issues	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 both in person and by telephone	E
	Demonstrable skill in working efficiently, with tact and diplomacy and able to deal	E



	with people from different backgrounds and with different needs.	
Planning and organising resources	Excellent organisational skills and the ability to work to deadlines and prioritise multiple tasks whilst maintaining attention to detail Ability to effectively maintain records electronically and on paper Ability to effectively determine when it is appropriate to change workload priorities Evidence of preparing material for publications	E E E E
Teamwork and motivation	Evidence of a proactive and positive attitude Experience of participating in, and actively contributing to, a team Evidence of exhibiting flexibility in the workplace Ability to work with limited supervision and use own initiative	E E E E
Service Delivery	Ability to provide a high standard of customer service and to provide information accurately and promptly to internal and external customers	E
Liaising and Networking	Experience of building and developing networks with internal and external contacts The confidence to represent a Department / Team as an ambassador to external and internal stakeholders with professionalism.	E E
Initiative and problem solving	Ability to prioritise issues, and develop options to tackle them Ability to evaluate issues from a number of options, the most appropriate course of action and recognise when appropriate for referral Ability to solve day to day problems as they arise	E E E



Research & Analysis	Ability to create and develop reports.	E
	Ability to analyse complex information and present accurate results	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.