



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: Research Degrees Officer

Department/Division: PhD Academy
Manager (Casework and Records)

Accountable to: PhD Academy Assistant

Competency	Criteria	Essential/ Desirable
Knowledge and Experience	Previous relevant experience working in an administrative team, including applying and providing guidance on regulations.	E
	Educated to degree level or equivalent through experience.	E
	Experience of the UK Higher Education environment.	E
	An excellent working knowledge of the Microsoft Office suite.	E
	Experience of using student record management systems.	E
	Experience of servicing committees or panels.	D
	Experience of working with postgraduate research students.	D
Communications	Ability to understand and convey complex information in a clear, effective and sensitive manner in simple and correct English to all stakeholders, both orally in writing.	E
Service Delivery	Ability to provide accurate information and advice on regulations, policies, guidance documents and procedures.	E
	Excellent attention to detail and accuracy	E
Planning and Organising Resources	Ability to plan, prioritise and organise a varied day-to-day workload in accordance with deadlines and agreed objectives.	E
	Ability to plan and manage small projects and cyclical work patterns, ensuring the effective use of resources.	E
	Willingness to learn how to deploy automation tools to	D



	streamline processes	
Initiative and Problem Solving	Ability to resolve difficult problems relating to regulatory and support issues.	E
	Experience of resolving difficult situations involving a range of stakeholders.	D
Liaising and Networking	Ability to build co-operation and to demonstrate a proactive approach to assisting colleagues and stakeholders.	E
	Ability to use networking skills to build and take advantage of relationships with stakeholders throughout the organization	D

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

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