



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: Student Experience and Community Coordinator

Department/Division: Geography and Environment Accountable to: Communication and Events Manager

Competency	Criteria	E/D
Knowledge and Experience	Strong previous programme administrative experience, preferably in Higher Education.	E
	Excellent working knowledge of Microsoft Office including Word (creating tables, formatting documents and mail merge), Outlook and Excel (using formulae and generating statistics).	E
	Familiarity with UK university procedures.	E
	Experience of acting as a key point of contact in relation to student experience and community	E
	Experience of arranging events	E
	Knowledge of e-learning software platforms, or equivalent	D
	Experience of events planning or events management	D
Communications	Experience of budget management	D
	High level of verbal and written communication skills.	E
	The ability to work with a diverse range of internal and external stakeholders with firmness, tact, diplomacy and confidentiality.	E
	Ability to convey regulations and guidelines to staff and students in a clear and concise manner.	E
	Ability to act as a point of contact for queries relating to student experience, activities or initiatives, whether from staff, students, applicants or other departments within the school	E
Ability to identify potential student satisfaction/wellbeing concerns and liaise with relevant bodies to address effectively	D	
		E



	<p>Ability to use various communication channels and methods to promote the student experience and foster community within the Department and beyond</p> <p>Ability to relay feedback or suggestions to relevant committees or stakeholders and close feedback loops, ensuring action points and issues are resolved.</p> <p>Ability to foster relationships with external suppliers, ensuring effective service delivery and value for money</p>	<p>E</p> <p>E</p>
Liaison and Networking	<p>Ability to develop and maintain good working relationships with stakeholders throughout the School so as to maintain a productive two way flow of information.</p> <p>Ability to contribute and collaborate with School-wide networks of professional service staff</p> <p>Ability to foster and maintain relationships with alumni and professionals in the relevant subject areas</p> <p>Ability to build up a network of 3rd party suppliers to ensure a variety of activities and events can be considered to support the student experience</p>	<p>E</p> <p>D</p> <p>D</p> <p>D</p>
Teamwork	<p>The ability to work as part of a team</p> <p>To be able to provide cover or assistance to other team members and work collaboratively in instances of high workload or absence</p> <p>Ability to work within a diverse team of stakeholders across various levels.</p>	<p>E</p> <p>E</p> <p>E</p>
Planning & Organisation	<p>Ability to prioritise workloads to meet deadlines, including coping with peak workloads at certain times of the academic year.</p> <p>Flexibility and willingness to undertake a varied range of administrative tasks for the Department</p> <p>Ability to work to deadlines and prioritise multiple tasks whilst maintaining attention to details</p> <p>Ability to maintain momentum on varied projects with varied and different stakeholders</p> <p>Ability to manage and oversee a variety of budgets, with accountability for ensuring value for money.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
Service Delivery	<p>Ability to provide a high standard of service accurately and promptly to internal and external stakeholders</p> <p>Ability to proactively identify and implement best practice innovation</p>	<p>E</p> <p>E</p>



	Ability to produce and analyse/interpret reports and feedback to improve student experience and community provision	E
Initiative and Problem Solving	Ability to work with limited supervision and to use own initiative especially when organising activities and initiatives throughout the academic year.	E
	Attention to detail and careful proofing, to maintain accuracy of all documents, especially during the examination process.	E
	Ability to reflect on solutions that are not necessarily universally agreed with and managing the next steps in those situations	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.