



## 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:** Work-Based Learning Assistant

**Department/Division:** LSE Careers      **Accountable to:** Work-Based Learning Manager

Competency	Criteria	E/D
<b>Knowledge and experience</b>	Educated to degree level or equivalent, with English and Maths GCSE or equivalent	E
	Experience and good knowledge of MS Office	E
	Experience of successfully initiating, developing, and maintaining customer relationships, including via phone, email and face-to-face	E
	Experience of programme and project administration	D
	Experience of working in higher education and/or recruitment related industries	D
	Examples of updating and maintaining webpage information	D
<b>Communication</b>	Excellent verbal and written skills and the ability to communicate effectively and confidently at all levels	E
	Experience of understanding and conveying information in a clear and accurate manner face-to-face, in writing and by telephone	E
	Examples of dealing with queries and using existing procedures to decide on the most appropriate way of answering and resolving the query	E
	Examples of having produced marketing material such as emails, brochures, and newsletters; and engaging through social media	D
<b>Teamwork and motivation</b>	Experience of participating in, and actively contributing to a team	E
	Collaborative mind set, effective team player who works well with others and fosters a shared sense of purpose	E



	Evidence of motivation and ability to work independently without direct supervision	E
<b>Liaison and networking</b>	Ability to maintain effective working relationships	E
	Ability to liaise with a range of internal and external customers/clients and stakeholders	E
	Examples of establishing new contacts and building effective, long term relationships	E
<b>Service delivery</b>	Ability to work under pressure whilst maintaining a high degree of accuracy	E
	A thorough and detailed approach with meticulous attention to detail	E
	Ability to provide proactive, prompt and efficient support for clients/customers, colleagues and other key stakeholders	E
	An ability to work flexibly and effectively to maintain high standards and to consistently meet deadlines in a fast paced environment	E
	Ability to quickly learn and apply new skills	E
<b>Planning and organisational skills</b>	Experience of planning and organising own workload and using initiative with limited supervision	E
	Experience of working to deadlines and prioritising multiple tasks whilst maintaining attention to detail	E
	Strong organisation skills and ability to plan, implement and complete projects and/or events	E
	Ability to adopt a proactive approach and use own initiative to help develop and improve projects and services	E
<b>Initiative and problem solving</b>	Examples of coming forward with new ideas and suggestions for developing and improving work	E
	Ability to proactively troubleshoot and recognise when a problem should be referred	E
	Proven ability to use initiative and creativity when addressing difficult situations, or when an immediate solution is not apparent	E
<b>Analysis and research</b>	Ability to accurately collect and analyse data (quantitative and qualitative)	E
	Ability to effectively research and summarise information	E
	An ability to build and develop a body of specialised knowledge in a particular area	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.**