



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: Outreach Assistant

Department/Division: LSE Cities

Accountable to: Outreach Manager

Competency	Criteria	E/D
Knowledge and Experience	• Experience of assisting in the organization and delivery of conferences or events	E
	• Experience of booking travel/arranging visas/accommodation	E
	• Experience of working with databases and mailing lists	E
	• Experience of working with multiple stake-holders	E
	• Excellent IT skills, with strong working knowledge of MS Office	E
	• Experience of managing mailouts and distributing information to large audiences	E
	• Interest in the academic focus of LSE Cities	D
	• Experience of minute taking	D
Communication	• Excellent verbal and written communication skills, with the ability to understand and convey information in a clear and accurate manner, both orally and in writing	E
	• Excellent attention to detail, and accuracy, in drafting written documents, including minutes	E
	• Confidence in communicating with VIPs and high profile individuals	D
Planning and Organising Resources	• Evidence of planning and organising own workload, considering all relevant factors	E



	<ul style="list-style-type: none"> Ability to work to deadlines and to prioritise multiple tasks whilst maintaining attention to detail 	E
	<ul style="list-style-type: none"> Ability to effectively maintain records electronically and on paper 	E
Service Delivery	<ul style="list-style-type: none"> Excellent standards of customer service, and the ability to deal with individuals in a professional and proactive manner 	E
	<ul style="list-style-type: none"> Ability to deal with internal and external contacts to a high professional standard, providing information accurately and promptly 	E
Initiative and Problem Solving	<ul style="list-style-type: none"> Ability to work with limited supervision and use own initiative 	E
	<ul style="list-style-type: none"> Being able to respond confidently to enquiries and to deal with them or recognize when to escalate as appropriate 	E
	<ul style="list-style-type: none"> Ability to deal with day-to-day problems as they arise, and ensure a successful result 	E
Liaison and Networking	<ul style="list-style-type: none"> Ability to ensure that all stakeholders and colleagues are kept informed and updated 	E
	<ul style="list-style-type: none"> Ability to maintain existing and initiate new networks and communications channels (external and internal) 	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 develop productive working relationships with colleagues from across LSE, and in partner organisations 	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.