# Person Specification

# This form lists the essential and desirable requirements needed in order to do the job.

# Applicants will be short-listed solely on the extent to which they meet these requirements.

**Job Title:** Widening Participation Assistant

**Department/Division:** - Widening Participation - Academic Registrar’s Division

**Accountable to:** Head of Widening Participation

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| **Competency** | **Evidence** | E/D |
| **Knowledge and Experience** | IT literate – ability to use MS Office (outlook, word and excel specifically).  Experience of data administration and working within an office environment.  Experience working in bespoke or standard databases such as a CRM system.  General knowledge of UK education and widening participation issues.  Experience of keeping basic numerical record keeping e.g. financial records. | **E**  **E**  **D**  **D**  **D** |
| **Communication** | Excellent oral and written communication skills.  Evidence of handling phone and face-to-face enquiries.  Ability to communicate in a tactful manner with people at all levels and from a wide variety of backgrounds.  Ability to understand and convey information in a clear and accurate manner.  Understanding and ability to deal discretely with matters of a confidential or sensitive nature.  Experience producing publicity materials. | **E**  **E**  **E**  **E**  **E**  **D** |
| **Teamwork and Motivation** | Evidence of the willingness and ability to work as part of a team both participating and contributing to the Team. | **E** |
| **Liaising and Networking** | Ability to liaise with internal departments such as payroll, catering and conferences.  Ability to liaise with external contacts (for example schools, colleges and other universities) using existing procedures.  Evidence of developing new contacts where needed to undertake a job. | **E**  **E**  **E** |
| **Service Delivery** | Maintenance of excellent standards of service.  Ability to deal with internal and external contacts who require a service or information, and assess their needs.  Responsive and prompt in dealing with requests and referring if necessary. | **E**  **E**  **E** |
| **Planning and Organising Resources** | Ability to plan and deliver work to explicit deadlines in accordance with guidelines provided by manager, but with limited supervision.  Evidence of attention to detail and accuracy. | **E**  **E** |
| **Initiative and Problem Solving** | Ability to solve standard, day-to-day problems as they occur, following set standards and procedures  Evidence of the ability to adapt to changing circumstances and demands, recognising when a problem should be referred to others  Ability to gather and analyse data and using this to support an understanding of current issues or possible future requirements.  Evidence of proposing new and innovative solutions. | **E**  **E**  **E**  **D** |
| **Other** | Willingness to work flexibly including evening and weekend work. | **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.**