



## 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:** Strategy and Communications Officer

**Department/Division:** LSE100

**Accountable to:** Course Manager, LSE100

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Relevant experience of working in an administrative role in a Higher Education environment	E
	Educated to a degree level (or equivalent)	E
	Excellent IT skills – Microsoft Office, Word, Excel, PowerPoint, Outlook, Adobe Acrobat, SharePoint	E
	Experience of managing projects related to Higher Education	E
	Experience of distilling and condensing complex information	E
	High degree of confidence in working with senior stakeholders, in particular senior academic staff across the School	E
	Experience of servicing committees and minutes writing	E
	Excellent attention to detail and experience producing high quality outputs, e.g. marketing materials, written communication	E
	Familiarity of using content management systems for editing webpages	D
<b>Service Delivery</b>	Experience of writing and editing content for social media	D
	Experience of providing a high level of service, and establishing and maintaining good working relationships with a range of colleagues	E
	Demonstrable customer focused attitude including evidence of responding to simple and more complex enquiries, providing	E



	<p>information accurately and promptly to internal and external customers</p> <p>Experience of working with best practice policies and guidelines</p> <p>A high level of numeracy, accuracy and attention to detail, and a high standard of work presentation</p>	<p>E</p> <p>E</p>
<b>Planning and Organising Resources</b>	<p>Experience of planning and organising own workload and using initiative with limited supervision</p> <p>Excellent organisational, time-management and project management skills, with a proven ability to work effectively on numerous projects simultaneously and to adapt to rapidly changing circumstances</p> <p>Proven ability to work under pressure and find appropriate solutions to problems that may arise</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Communication</b>	<p>Excellent written and spoken communication skills, including the ability to produce clear, accurate detailed correspondence, documentation, user guides and reports</p> <p>Ability to convey complex information in a clear and accurate manner (oral and written) to a range of stakeholders</p> <p>Effective at communicating with people at all levels across an organisation</p> <p>Copy-editing or proof-reading experience; Strong commitment to readable, high quality written communication and accessible presentation of content</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Decision-making, initiative and Problem Solving</b>	<p>Proven ability to advise others on their decisions and present a balanced analysis of the options available</p> <p>A high level of initiative and creativity as well as a pro-active and flexible approach to work</p> <p>Ability to make and take responsibility for autonomous decisions</p> <p>Ability to identify processes and systems required to reach objectives in the workplace, and to initiate their set-up</p> <p>Proven ability to integrate structural or policy changes into working practice</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



	Experience of recognising when a problem should be referred	E
<b>Liaison and Networking</b>	Experience of building and developing networks with internal and external contacts	E
	Ability to ensure that all stakeholders and colleagues are kept informed and updated	E
<b>Teamwork and Motivation</b>	Experience of influencing and motivating colleagues at various levels of seniority	E
	Ability to work well within a small team and independently on one's own.	E
		E
	Ability to build co-operation and team-spirit and to demonstrate a proactive approach to assisting colleagues.	E
	Experience working with colleagues in other teams such as communications to plan and execute activities	E
	Evidence of flexibility and willingness to be involved in a variety of ad-hoc projects as required	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.**