



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: Operations Assistant

Department/Division: Extended Education

Accountable to: Operations Manager

Competency	Criteria	E/D
Knowledge and experience	<ul style="list-style-type: none"> Educated to Degree Level or equivalent Understanding of, or a demonstrable interest in, the higher education sector Excellent IT skills and competence with Microsoft Office, including Word, Excel, Powerpoint, Outlook Ability to maintain trust, confidentiality and discretion Experience of working in a busy administrative environment. Strong numeracy skills Confidence with financial concepts and data Excellent attention to detail. 	E D E E D E D E
Service Delivery	<ul style="list-style-type: none"> Confidence to set and maintain the standard of service in oral and written query responses 	E
Initiative and problem solving	<ul style="list-style-type: none"> Initiative and judgment to resolve day to day problems independently 	E
Communication	<ul style="list-style-type: none"> Excellent written and verbal communication skills Excellent listening skills Flexibility in responding to customer needs 	E E E
Liaison and networking	<ul style="list-style-type: none"> An demonstrable aptitude for building relationships with key stakeholders, senior LSE academics and external partners, as well as with other LSE divisional and departmental personnel. 	E



Teamwork and motivation	<ul style="list-style-type: none">• Ability to work as part of a team to deliver a shared goal	E
Planning and organising resources	<ul style="list-style-type: none">• Ability to organise own workload and prioritise tasks to consistently meet deadlines, recognising when escalation is appropriate• Willingness to take responsibility for tasks and outcomes, ensuring a clear brief• Flexible and willing to be involved in a variety of ad-hoc projects as required• Capacity to be comfortable in a rapidly changing working environment and the ability to adapt to changing demands and tight deadlines	E E E 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.