



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: PA to Director of Estates

Ref no.:

Department: Estates Division

Accountable to: Head of Administration

Competency

Knowledge and experience

Suitably qualified to GCSE level or NVQ equivalent, or able to demonstrate a comparable level of ability, e.g. through relevant experience.

E

Previous experience of providing administrative/ secretarial support at Director level or equivalent

E

Experience of using standard Microsoft office software at Intermediate or Advanced level - Word, Excel, Outlook, Power Point, Internet searches.

E

Experience of minute taking and servicing meetings.

E

Working knowledge of Data Protection Act and experience in handling commercially sensitive and confidential data.

E

Experience of working in a customer focussed environment, demonstrating excellent customer service, and ability to meet the needs of a wide range of customers.

E

Experience of using Adobe Acrobat CS6 suite at basic level or above

D

Experience in the use of an electronic Facilities Management System (ie Planon or equivalent) to raise purchase/work orders.

D

Communication

Excellent interpersonal and communication skills including written English grammar and spelling.

E

Must enjoy contact with a wide range of people both in person and on the

E



	<p>telephone.</p> <p>Confidence and authority when dealing with staff, students and other stakeholders at all levels.</p> <p>Ability to convey information in a clear and concise manner.</p>	<p>E</p> <p>E</p>
Planning and organising resources	<p>Ability to plan, prioritise and organise own workload in order to consistently meet deadlines, often under pressure.</p> <p>Ability to maintain efficient filing and records systems</p>	<p>E</p> <p>E</p>
Initiative and problem solving	<p>Proven ability to identify problems that require new ways to resolve them.</p> <p>Ability to recognise when issues should be directed to another member of the division.</p> <p>Ability to establish effective procedures and formulate new ways of working, including development of new procedures/systems.</p> <p>Ability to select appropriate methods for data gathering and analysis.</p> <p>Ability to carry out internet searches for information.</p> <p>Ability to assist with quantitative and qualitative data interpretation.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Teamwork and motivation	<p>Experience of working as part of a team and contributing to the effective team performance.</p> <p>Self-motivated, flexible and adaptable to change.</p> <p>Exchanges information and ideas with others outside own team as a means of keeping up to date.</p>	<p>E</p> <p>E</p> <p>E</p>
Service delivery	<p>Ability to remain calm and maintain professional approach at all times.</p> <p>Ability to carry out a diverse range of administrative/secretarial duties, including some detailed work requiring care and precision.</p> <p>Ability to remain positive and proactive whilst working in a highly pressurised environment.</p> <p>Excellent multi-tasking capability</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>



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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.