



## 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: Programmes and Course Co-Ordinator**

**Ref no.:**

**Department/Division: Psychological and Behavioural Science**

**Accountable to:** Department Manager

Competency	Criteria	E/D
<b>Knowledge and experience</b>	Previous experience within a Higher Education Institution in a Teaching Department with a responsibility for programme administration including executive education.	E
	Excellent IT skills – Microsoft Excel, Word, PowerPoint, Access, Outlook and with advanced Excel knowledge and usage	E
	Educated to degree level preferably in Psychology or Behavioural Science or related discipline	E
	Experience of extensively using large databases such as SITS and produce reports in a timely manner	E
<b>Communication</b>	Excellent verbal and written skills including grammatical accuracy and the ability to adapt content and style to a specific audience.	E
	Ability to develop effective stakeholder communication strategies	E
	Ability deal with wide range of people in an appropriate, tactful and confident manner	E
	Ability to understand complex information and convey information in a clear and accurate and concise manner	E
<b>Planning and organising resources</b>	Excellent time management skills, with the ability to organise and prioritise a busy and demanding workload	E
	Ability to work to deadlines and to prioritise multiple tasks whilst maintaining attention to detail with limited supervision	E
	Ability to effectively maintain records electronically using Excel and on paper	E



	Ability to effectively determine when it is appropriate to change workload priorities	E
	Proactive in creating processes, seeking solutions and driving improvement.	E
<b>Teamwork and motivation</b>	Evidence of a proactive and positive attitude towards colleagues and to make an outstanding contributions to the team, department and to LSE	E
	Ability to work with limited supervision and use own initiative	E
<b>Service Delivery</b>	Ability to provide a high standard of service and to provide information accurately and promptly to internal and external customers	E
	A high level of accuracy and outstanding attention to detail	E
	Proven commitment to an ethos of continuous improvements Ability to develop and manage effective administrative systems and process.	E
<b>Liaising and Networking</b>	Ability to act as a key authoritative interface between the Department and a wide range of academic and professional services staff across the school	E
	Ability to identify and develop internal and external networks to further improve service delivery and for the wider benefit of the department.	E
<b>Initiative and problem solving</b>	Ability to recognise when a problem should be referred	E
	Ability to evaluate, from a number of options, the most appropriate course of action.	E
	Ability to solve day to day problems as they arise with no supervision	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.**