



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: Programme & Communications Assistant

Department: Economics

Accountable to: Department Manager, Operations

Competency	Evidence	E/D
Knowledge and experience	Relevant experience of working in an administrative role	E
	Educated to at least A-level (or equivalent) standard	E
	Excellent IT skills – Microsoft Office, Word, Excel, Power Point, Outlook, Adobe Acrobat and Drop Box	E
	Experience of working in a Higher Education setting	D
	Experience and knowledge of working with programme regulations and understanding exam grading/awards	D
	Experience of using Moodle	E
	Experience of using website content management system and social media	D
Communication	Excellent verbal and written skills and the ability to communicate effectively and confidently at all levels	E
	Experience of understanding and conveying information in a clear and accurate manner face-to-face, in writing and by telephone	E
	Experience of engaging with and understanding the rationale of a process in order to apply instructions effectively	E
	Experience of dealing with delicate or difficult situations in an appropriate and professional manner	E
	Experience of drafting standard emails in response to queries	E



Planning and Organising Resources	Experience of planning and organising own workload and use initiative with limited supervision	E
	Experience of working to deadlines and to prioritising multiple tasks whilst maintaining attention to detail	E
	Experience of maintaining an accurate, confidential filing system both electronically and paper based	E
	Experience of planning events, including room bookings, catering, communications with attendees and speakers, preparation of event materials/programme	D
Liaison and Networking	Experience of building and developing networks with internal and external contacts	E
Teamwork and Motivation	Experience of participating in, and actively contributing to a team	E
	Ability to work within different sub-teams in a professional and cordial manner	E
Service Delivery	Experience of day-to-day office administration, including email, filing and photocopying	E
	Experience of providing a high quality, professional standard of service	E
	Excellent standard of timekeeping	E
	Experience of providing information accurately and promptly to internal and external customers	E
Initiative and Problem Solving	Experience of responding promptly to queries from staff at all levels	E
	Experience of sorting information into relevant categories and prioritising for action	E
	Experience of using initiative/common sense to solve problems	E
	Experience of recognising when a problem should be referred	E
Analysis and Research	Ability to research information using a variety of sources	E
	Experience of carrying out and analysing first line data	D

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.