



## 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: Employer Engagement Manager**

**Department/Division: LSE Careers**

**Accountable to: Director, LSE Careers**

Competency	Evidence	E/D
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of working in client relationship management role in higher education, recruitment or similar environment.</li> <li>Previous experience of managing resources such as people, projects, money and time.</li> <li>Sound understanding of the graduate and post graduate labour market in the UK and internationally and of the employability agenda.</li> </ul>	E  E  E
<b>Communication</b>	<ul style="list-style-type: none"> <li>Ability to influence at senior levels and to upsell our events and services in order to broaden and deepen engagement at every opportunity.</li> <li>Excellent verbal and written communication skills with ability to convey complex information in a clear, concise and accurate manner with a wide range of people.</li> <li>Proven experience of dealing with queries and complaints using existing procedures to decide and communicate the most appropriate solution.</li> </ul>	E  E  E
<b>Teamwork and motivation</b>	<ul style="list-style-type: none"> <li>Ability to manage, motivate and support team members, including providing feedback on individual performance and giving guidance about appropriate professional development activities.</li> <li>Ability to foster a co-operative and flexible approach and to deliver results for the benefit of everyone.</li> </ul>	E  E



<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Proven experience of proactively developing services and/or processes to improve the design and delivery of employer engagement events and services, from a multiple stakeholder perspective.</li> <li>Ability to provide, and ensure others provide, an effective and client-orientated service to all users.</li> <li>Ability to effectively promote activities and/or services to internal and external users.</li> <li>Proven experience of diagnosing the particular requirements of each client and the ability to advise and persuade them of the best solution.</li> </ul>	E    E  E  E
<b>Planning and organising resources</b>	<ul style="list-style-type: none"> <li>Excellent organisational skills, including the ability to plan and prioritise the activities of others.</li> <li>Proven experience of planning and managing activities in a timely and effective manner and within allocated resources.</li> </ul>	E  E
<b>Liaison and Networking</b>	<ul style="list-style-type: none"> <li>Ability to develop and maintain effective networks with internal and external contacts that benefit all parties.</li> <li>Ability to represent established service viewpoints to key stakeholder.</li> </ul>	E  E
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>Ability to consult effectively and to make recommendations and/or to take independent decisions as required.</li> <li>Proven ability to advise others on their decisions, including by presenting a balanced analysis of the options available.</li> </ul>	E  E
<b>Initiative and problem solving</b>	<ul style="list-style-type: none"> <li>Examples of coming forward with new ideas and suggestions for developing and improving work.</li> <li>Ability to identify potential threats and opportunities in client services and provide solutions.</li> <li>Ability to use initiative and creativity when addressing difficult situations, or when an immediate solution is not apparent.</li> </ul>	E  E  E
<b>Investigation, Analysis and Research</b>	<ul style="list-style-type: none"> <li>Able to analyse qualitative and quantitative data and reporting patterns and trends both to anticipate future needs and resourcing and to produce reports for different audiences with key management information.</li> </ul>	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.**