



## 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:** Faculty Affairs Manager

**Department/Division:** Management

**Accountable to:** Head of Faculty Affairs

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Educated to degree level (or equivalent in experience)	E
	An excellent working knowledge of Microsoft packages, including Word, PowerPoint, Outlook and Excel	E
	Ability to interpret documents, procedures and regulations to provide guidance to others.	E
	Evidence of an ability to work with a strong service delivery	E
	Experience of organising both small and large work-based events	E
	Experience of minuting committees	D
	Experience in using financial databases and interpreting financial data.	D
	Experience of working in higher education	E
	Experience of programme administration	D
<b>Communication</b>	Excellent oral and written communication skills.	E
	Experience in handling enquiries both over the telephone and face-to-face.	E
	Ability to communicate effectively both verbally and in writing with a people from a wide range of backgrounds	E
	Ability to deal with people with both tact and discretion.	E
	Ability to convey clear and detailed information to a variety of stakeholders	E
<b>Teamwork and Motivation</b>	Experience of participating in and making a positive contribution to a team.	E

	Evidence of a pro-active approach to work	E
	Evidence of the ability to remain calm under pressure	E
<b>Initiative and Problem Solving</b>	Ability to problem solve, make judgements and take appropriate action.	E
	Ability to carry out personal research to find solutions to problems and source new information.	E
	Ability to recognise when a problem should be referred.	E
<b>Liaison and Networking</b>	The ability to liaise effectively with people at all levels, both within and outside LSE.	E
	The ability to establish and maintain good working relationships at all levels.	E
	A track record of success in ensuring that relevant information is exchanged with customers, including customers overseas, regularly and on time.	E
<b>Planning and Organising resources</b>	Ability to plan, prioritise and manage own workload with minimal supervision to a high standard.	E
	Ability to plan and organise a busy workload with conflicting deadlines.	E
	Experience in planning, setting up and maintaining systems of administration	E
<b>Decision Making</b>	A track record of choosing the best strategy to solve a problem.	E
<b>Service Delivery</b>	Experience in responding promptly and sensitively to customers and colleagues.	E
	Evidence of a high degree of accuracy and attention to detail.	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.**