



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.  
Applicants will be short-listed **solely** on the extent to which they meet these requirements.

**Job Title:** Scholarships and Financial Support Coordinator

**Department/Division:** Financial Support Office, Recruitment & Admissions – Academic Registrar's Division (ARD)

**Accountable to:** Scholarships and Financial Support Officer

Competency	Evidence	E/D	Assessed at (A/I/S)
<b>Knowledge and Experience</b>	Experience in delivering and/or providing information about financial support or other services to students or other clients / stakeholders	E	A/I
	An advanced working knowledge of relevant IT systems, particularly MS Word, MS Excel, MS Outlook	E	A/S
	Experience of assessing financial support applications or similar	E	A/I
	Experience of SITS (student record system) or another database record system	E	A/I
	Experience of using CRM functionality for the purposes of enquiry management and resolution	E	A/I
	Experience of working in a customer-facing environment	E	A/I
	Experience of writing, editing and setting out web pages	D	A
<b>Capabilities and Skills</b>	Ability to maintain excellent standards of service delivery across multiple areas and support others to do so, proactively anticipating factors that might impact on quality / capacity of service	E	A/I
	Excellent organisational skills, including ability to plan and prioritise a varied workload, and meet deadlines in accordance with agreed objectives	E	A/I
	Good numeric skills and excellent attention to detail and accuracy.	E	A/S
	Good writing skills with excellent attention to grammar and spelling	E	A



	Ability to understand and convey complex information in a clear and effective manner	E	A
	Ability to evaluate information and to separate key facts from extraneous details to reach decisions and/or make recommendations	E	I
	Ability to solve problems with flexibility, timeliness and imagination to deliver services effectively to all relevant stakeholders	E	I
	Ability to develop effective working relationships with internal and external contacts and to exploit those relationships to the benefit of all concerned	E	A/I
	Proven ability to take an active part within a team, work closely with colleagues and lead on specific activities	E	A/I
	Willingness to work flexibly including evening and weekend work	E	I

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

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

**A – Assessed at application stage**

**I – Assessed at interview**

**S – Assessed via skills test at interview stage**