



## 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:** PA to Head of Department and Department Manager

**Department:** Management

**Accountable to:** Department Manager

Criteria	E/D
<b><u>Knowledge and Experience</u></b> <ul style="list-style-type: none"><li>• Relevant work experience in a PA role</li><li>• Experience of dairy management and supporting senior staff</li><li>• Excellent IT skills across the range of Microsoft Office applications including Word, PowerPoint, Outlook and Excel</li><li>• Relevant experience of working in higher education</li><li>• Experience of organising, servicing and minuting committees</li><li>• Numerate and literate, equivalent to degree level</li><li>• Evidence of an ability to work with a strong service delivery</li><li>• Evidence of organising both small and large work based events</li></ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b><u>Communication</u></b> <ul style="list-style-type: none"><li>• Excellent oral and written communication skills, including grammatical accuracy and the ability to adapt content and style to a specific audience</li><li>• Ability to :<ul style="list-style-type: none"><li>○ Communicate with a wide range of people in an appropriate manner</li><li>○ Convey information in a clear and concise manner to a variety of stakeholders</li><li>○ Communicate with tact and discretion when dealing with confidential or sensitive issues</li><li>○ Handle queries both over the telephone and face-to-face</li></ul></li></ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>



<p><b><u>Teamwork and Motivation / Team Development</u></b></p> <ul style="list-style-type: none"> <li>• Ability to: <ul style="list-style-type: none"> <li>○ Work as part of a team of academic and professional services staff, as well as on own initiative</li> <li>○ Constructively participate in team meetings, one-to-one meetings and wider departmental meetings</li> <li>○ Maintain a consistently positive attitude towards colleagues and to make an outstanding contribution to the team and Department</li> <li>○ Work flexibly in order to ensure that the needs of the Head of Department and Department Manager and wider PSS teams are met</li> <li>○ Evidence of the ability to remain calm under pressure</li> </ul> </li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b><u>Planning and Organising Resources</u></b></p> <ul style="list-style-type: none"> <li>• Excellent time-management skills, with the ability to organise a busy and demanding workload to a high standard</li> <li>• Ability to work effectively with limited supervision</li> <li>• Ability to plan and organise aa busy workload with conflicting deadlines</li> <li>• Experience in planning and arranging overseas travel, meetings and events</li> <li>• Experience in planning, setting up and maintaining systems of administration</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b><u>Initiative and Problem Solving</u></b></p> <ul style="list-style-type: none"> <li>• Ability to: <ul style="list-style-type: none"> <li>○ Resolve problems using own initiative and judgement</li> <li>○ Respond to internal and external enquiries in an appropriate and confident manner</li> <li>○ Recognise when to seek advice on issues of particular concern</li> </ul> </li> </ul>	<p>E</p> <p>E</p> <p>E</p>
<p><b><u>Service Delivery</u></b></p> <ul style="list-style-type: none"> <li>• Evidence of a high degree of accuracy and outstanding attention to detail</li> <li>• Experience in responding promptly and sensitively to customers and colleagues</li> </ul>	<p>E</p> <p>E</p>

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



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