



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: Work-Based Learning Officer

Division: LSE Careers

Accountable to: Work-Based Learning Manager

Competency	Criteria	E/D
Knowledge and experience	Educated to degree level or equivalent, with English and Maths GCSE or equivalent	E
	Excellent IT skills, in particular MS Office packages and collaborative work platforms such as MS Teams	E
	Experience of successfully initiating, developing, and maintaining customer relationships, including via phone, email and face-to-face	E
	Examples programme administration or project management	E
	Experience of working in higher education and/or recruitment related industries	D
	Sound understanding of the graduate and post graduate labour market in the UK and internationally and of the employability agenda	D
Communication	Excellent verbal and written skills and the ability to communicate effectively and confidently at all levels	E
	Ability to understand and convey complex information in a clear, professional and accurate manner, in writing, in person and by telephone	E
	Experience of understanding and conveying information in a clear and accurate manner face-to-face, in writing and by telephone	E
	Examples of dealing with queries and using existing procedures to decide on the most appropriate way of answering the query	E
	Examples of having produced marketing material such as emails, brochures, and newsletters; and engaging through social media	D
Planning and Organising Resources	Experience of planning and organising own workload and using initiative with limited supervision	E
	Experience of working to deadlines and prioritising multiple	E



	tasks whilst maintaining attention to detail	
	Strong organisation skills and ability to plan, implement and complete projects and/or events	E
	Ability to adopt a proactive approach and use own initiative to help develop and improve projects and services	E
Service Delivery	Ability to work under pressure whilst maintaining a high degree of accuracy	E
	A thorough and detailed approach with meticulous attention to detail	E
	Ability to provide proactive, prompt and efficient support for clients/customers, colleagues and other key stakeholders	E
	An ability to work flexibly and effectively to maintain high standards and to consistently meet deadlines in a fast paced environment	E
	Ability to quickly learn and apply new skills	E
Liaison and Networking	Ability to maintain effective working relationships	E
	Ability to liaise with a range of internal and external customers/clients and stakeholders	E
	Examples of establishing new contacts and building effective, long-term relationships	D
Initiative and Problem Solving	Examples of coming forward with new ideas and suggestions for developing and improving work	E
	Ability to recognise when a problem should be referred	E
	Proven ability to use initiative and creativity when addressing difficult situations, or when an immediate solution is not apparent	E
Investigation, Analysis and Research	Ability to accurately collect and analyse data (quantitative and qualitative)	E
	Ability to effectively research and summarise information	E
	An ability to build and develop a body of specialised knowledge in a particular area	E
Teamwork and Motivation	Experience of participating in, and actively contributing to a team	E
	Collaborative mind set, effective team player who works well with others and fosters a shared sense of purpose	E
	Evidence of motivation and ability to work independently without direct supervision	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