



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: Head of Faculty Affairs and Research Operations Manager

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



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



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

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